everience

WELCOME TO A SYMBIOTIC WORLD



CSR REPORT

2025 Activity



Bernard LEWIS
CEO of everience

Building a more human, more responsible, more sustainable digital world

In 2025, the creation of the Everience group marked a new chapter in our history, driven by a clear ambition: to build a symbiotic world in which human intelligence and artificial intelligence complement each other in the service of business, innovation and sustainable transformation.

Through our vision "Welcome to a Symbiotic World", we have chosen technology that serves people. This ambition naturally aligns with our #involved CSR approach, because we are convinced that technological innovation can only be meaningful if it comes with a level of responsibility commensurate with its impacts.

Artificial intelligence opens up considerable opportunities, but it also calls on us to act on essential issues: its environmental footprint, resource consumption, the evolution of skills and professions, data protection, ethics and inclusion. AI and sustainability must therefore move forward together, in order to build a technological transformation that is useful, controlled and a driver of progress.

In 2025, our #involved approach continued to rest on four pillars:

- Being a responsible employer, by promoting inclusion, diversity, skills development and well-being;
- Acting for a sustainable environment, by continuing to reduce our environmental footprint and promoting more sober digital practices;
- Being a responsible partner, by developing relationships based on ethics, trust and accountability;
- Being a responsible corporate citizen, by contributing positively to society and to the regions in which we operate.

This CSR report presents the actions undertaken and the progress made in 2025, as well as the challenges that remain ahead of us. It reflects a strong conviction: digital transformation and the sustainable transition must be built together.

I thank all of our employees, partners and stakeholders for their commitment. It is collectively that we can turn this new technological era into an opportunity for progress, serving sustainable performance and a more human digital world.

WELCOME TO A SYMBIOTIC WORLD

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Notice to the reader: nature of this report

This CSR report is published by Everience on a voluntary basis. It does not constitute the non-financial performance statement (DPEF) or the sustainability report required by the CSRD directive: this legal obligation is fulfilled at the consolidated level by Neurones SAS, the Group's parent company, of which Everience is an operating subset.

Access the Neurones SAS sustainability report

Everience has chosen to publish this document alongside its parent company's statement, in order to report in an autonomous, readable and detailed way on the CSR commitments and performance that are specific to it. It follows the structure and frameworks of Neurones SAS's sustainability reporting (ESRS topics, double materiality analysis, Sustainable Development Goals) to ensure consistency.

Everience's consolidated data are included in Neurones SAS's sustainability statement, where they are subject to limited assurance provided by an independent third-party body (ITPB), in accordance with CSRD obligations. This document, specific to Everience, restates and details these data together with additional elements; it has been verified by Everience's internal teams but is not, at this stage, subject to an external audit separate from the one carried out at Group level (see § 6.1).



INTRODUCTION

1.1. REGULATORY CONTEXT AND SUSTAINABILITY COMMITMENT

A strengthened European framework: CSRD and ESRS

Since the adoption of the European CSRD (Corporate Sustainability Reporting Directive), companies' sustainability transparency requirements have been considerably strengthened. This framework requires detailed disclosure of environmental, social and governance (ESG) impacts, structured according to the European Sustainability Reporting Standards (ESRS).

Everience is an entity of the Neurones group. As such, its sustainability information is included in the consolidated sustainability statement published by its parent company, prepared in accordance with CSRD requirements and covering all environmental, social and governance dimensions. This report therefore does not replace any regulatory obligation: it is part of a voluntary approach intended to report in a clear and dedicated manner on the CSR commitments and performance specific to Everience. It adopts the structuring principles of that statement – ESRS E, S and G topics, materiality assessed by the Neurones group and stakeholder expectations – in order to ensure consistency and comparability.

Alignment with the Sustainable Development Goals (SDGs)

Beyond the regulatory framework, Everience places its action within a broader vision. Through its parent company, the group has been committed since 2016 to the United Nations Global Compact, an initiative built around ten principles relating to human rights, international labour standards, the environment and the fight against corruption. This commitment extends into a contribution to the 17 Sustainable Development Goals (SDGs) of the 2030 Agenda, a universal roadmap to eradicate poverty, protect the planet and ensure prosperity for all.

Everience's CSR approach, #involved, is built around four structuring pillars, each contributing to several SDGs [Everience SDG Policy appendix]:





1.2. REPORT SCOPE AND METHODOLOGY



Report scope

This report covers Everience Group. For reasons of readability and historical continuity, the name "Helpline" is still used in certain operational documents and internal materials to refer to Everience SAS and to distinguish this scope from the consolidated "Everience Group" scope.

Unless otherwise stated, the indicators presented in this report consolidate the scope defined above ("Everience Group"); breakdowns by entity are provided where available and relevant.

Reporting period

Unless otherwise stated, the data presented relate to the 2025 financial year (1 January to 31 December 2025), with, where relevant, a reminder of the previous year's values in order to assess trends. Certain environmental indicators, in particular the carbon footprint, are updated every two years; their reference year is specified in the relevant sections.

Methodology applied

The methodology adopted is based on the guiding principles of the CSRD and the ESRS standards, supplemented by recognised frameworks. It relies on the following elements:

- Double materiality analysis (impact and risk): this analysis was conducted at the level of the group's parent company (Neurones), with the participation of the main operating companies, including Everience and its affiliated entities. Priority issues were identified by cross-referencing the significant impacts of our activities on the environment and society with the sustainability risks and opportunities likely to affect our economic performance. The issues identified in this way notably cover ethics and the prevention of corruption, health and safety, diversity and inclusion, and environmental impact.
- Stakeholder involvement: internal consultations (employees, management) and external ones made it possible to gather stakeholders' specific expectations and to strengthen the relevance of the reporting.
- Data collection: CSR indicators are reported up through a structured process by local teams, then consolidated across the scope, in order to ensure their reliability, consistency and traceability.
- Reference framework: the reporting is aligned with the CSRD and the relevant ESRS standards, supplemented by recognised frameworks – ISO 26000, ISO 9001, ISO 27001, the United Nations Global Compact and the Sustainable Development Goals – to strengthen the consistency and comparability of the information published.



2. GENERAL INFORMATION

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2.1. COMPANY PRESENTATION AND GOVERNANCE

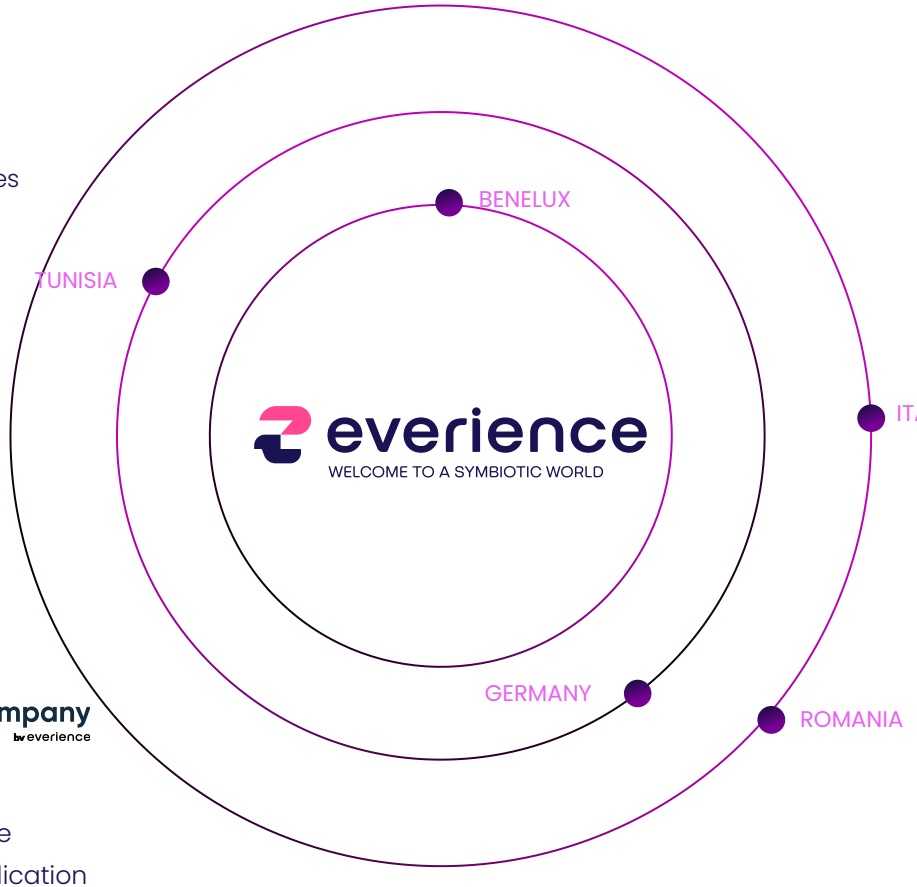
Everience is a digital services company that accelerates business performance by facilitating digital usage.

HELPLINE by everience

HELPLINE

French leader in user support, helps companies manage and improve their digital experience on a daily basis.

Areas: IT support, service desk, workplace management



Seequalis. by everience experteam by everience

Seequalis

Consulting firm specialising in organisational transformation and digital adoption. Areas: change management, organisational consulting, digital transformation.

Experteam

Expert in IT project management and application services management.
Areas: application services, IT governance, IS transformation.

Size Up consulting by everience

my nnectedCompany by everience

MCC

Innovative services to improve the employee experience, combining Apple expertise, application development, VIP support and digital workspace design.

Size Up

Improves performance and competitiveness through expertise in data, data governance and Cloud DevOps, tailored to business needs.

anko TECHNOLOGIES by everience

ANKO

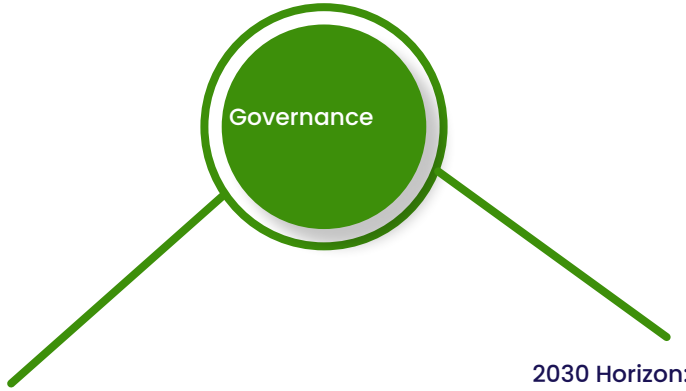
Experts in sovereign cloud infrastructure, offering secure, scalable and eco-responsible solutions combining hosting, technical expertise and managed services.

Our mission

Unlock the potential of digital technology so that companies can focus on their value chain and increase their productivity and competitiveness.

+ 4000	280€	+ 200	30
Employees	**Revenue**	**Clients**	**years of existence**

2.1.1. 2025 highlights



Welcome to a Symbiotic World

On 13 November 2025, in Nanterre, HELPLINE and its brands came together under a common banner, Everience, opening a new chapter in their development under the sign of symbiosis between humans and artificial intelligence. Beyond a new identity, this evolution reflects a strong conviction: putting technology at the service of people and making innovation a lever for responsible progress.

This vision is embodied in the Symbiotic by design ® principle, which places the complementarity between human and artificial intelligence at the heart of the group's solutions and strategy.

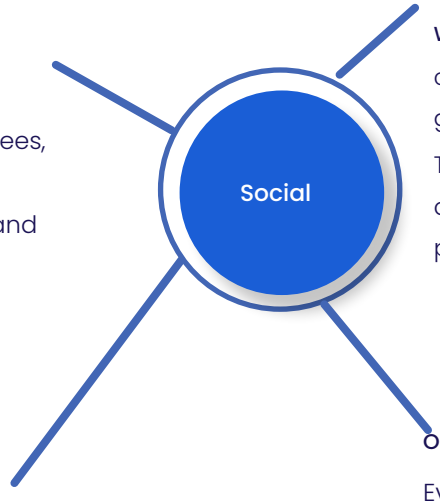
2030 Horizon: combining growth, innovation and commitment

With its "Expand, Evolve, Engage" ambition, Everience has set a course for 2030: reaching 8,000 employees and €500M in revenue.
This trajectory rests on controlled growth, the continuous evolution of professions and offerings, and the mobilisation of the entire ecosystem around a more sustainable model. Through the Symbiotic Academy, responsible innovation and the strengthening of its CSR commitments, Everience makes responsibility a lever for credibility, value creation and longevity in its markets.

2025 highlights

Symbiotic Academy: preparing for the future

In 2025, Everience launched the Symbiotic Academy, a hub dedicated to learning, experimentation and sharing around artificial intelligence and data. Open to employees, clients and partners, this initiative supports the evolution of skills and the adoption of new technological uses. It reflects Everience's determination to invest in the women and men who drive transformation and to strengthen its commitment as a responsible employer.



94/100: professional equality over time

With a gender equality Index of 94/100, Everience confirms the importance given to professional equality and gender balance in its social policy.

This result reflects the consistency of the actions carried out over time to promote equal opportunities and advance professional equality at all levels of the company.

SATISF'ACTION: listening to teams to act better

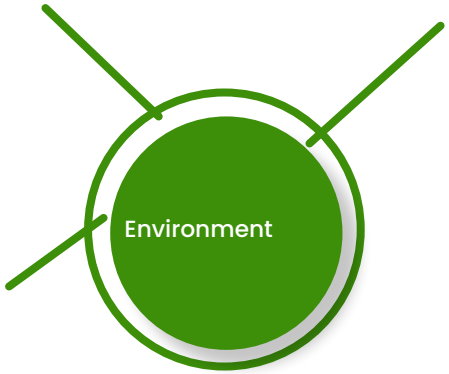
With the first edition of SATISF'ACTION, Everience gives its operational teams a voice on their daily experience. 49% of employees responded to the survey, showing an engagement and satisfaction level of 72/100 and a recommendation rate of 62%. The results highlight in particular attachment to the profession, team spirit and mutual support, while identifying areas for improvement around career prospects, recognition and transparency. Renewed from 2026, this initiative embeds employee listening over the long term.

Opening digital professions to all talents

Everience has strengthened its commitment to equal opportunities through more than 120 professional inclusion actions: job fairs, job datings, open days and local initiatives. Carried out as close to the field as possible, these actions help make digital professions more accessible and promote the integration of talents with varied backgrounds and profiles.

Digital Cleanup Day: 4.5 TB of data deleted

On the occasion of Digital Cleanup Day, Everience mobilised its employees around a simple, concrete action: reducing unused digital data. The initiative **made it possible to delete 467 GB of e-mails and more than 4 TB of files stored on OneDrive. Beyond the volumes** freed up, this mobilisation helps make digital sobriety a collective reflex and raises everyone's awareness of the environmental impact of digital usage.



Formalising our commitment to more responsible digital technology

In 2025, Everience signed the Responsible Digital Charter, formalising its determination to promote more sober, ethical and sustainable digital usage.

This commitment reinforces the actions already undertaken in digital sobriety and makes responsible digital technology a structuring axis of the Group's environmental approach.

Governing AI to build lasting trust

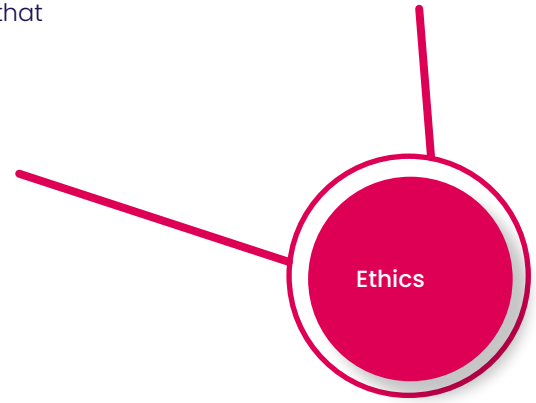
Because the development of artificial intelligence must be accompanied by clear principles, in 2025 Everience formalised **its commitments to responsible AI.**

They are based in particular on transparency, data protection and a controlled, ethical use of AI. This approach puts the Symbiotic by design© principle into practice: making AI a tool that serves people, within a framework of trust and accountability.

Confirming our cybersecurity standards

In 2025, Everience renewed its CyberVadis Platinum assessment. This recognition reflects the maturity of the Group's cybersecurity framework and its high standards for data protection and digital risk management.

Security is thus an essential foundation of the trust built with employees, clients and all stakeholders.



Measuring our carbon footprint to reduce it better

Everience continues its partnership with AGUARO to strengthen the measurement of its carbon footprint and that of its services. This approach relies in particular on a dedicated carbon calculator and makes it possible to co-build **reduction action plans with clients.**

By progressively making the measurement of its impacts more reliable, Everience is equipping itself to manage its reduction trajectories and to support its clients in their own environmental initiatives.

2.1.2. Charters, labels and certifications

As part of its commitment to responsible and sustainable development, Everience relies on a set of charters, labels and certifications that structure, strengthen and showcase its internal initiatives. These external recognitions and voluntary commitments reflect our desire to pursue continuous improvement, in the service of our employees, clients, partners and the environment.

United Nations Global Compact

In this spirit, Everience has been a signatory of the United Nations Global Compact through its parent company, Neurones, since 2016.

See our commitments

Every year, Everience undergoes the EcoVadis assessment. In 2026, Everience obtained the Gold medal, with a score of 83/100, reflecting the maturity of its CSR approach and its commitment to responsible and sustainable practices.

GOLD | Top 5% ecovadis Sustainability Rating OCT 2026

QUALITY

Name	Description
ISO 9001	Everience has been ISO 9001 certified since 2004 for its companies in France, Romania and Tunisia. For more than 20 years, Bureau Veritas Certification has renewed its trust in our quality management system for **the Consulting, Design, Implementation and Integration of Services and Solutions aimed at optimising the Operation and Use of the Digital Workplace Environment.**
ISO 27001	Everience has been ISO 27001 certified since 2020 for its Information Security Management System (ISMS), for its companies in France and Romania.
QUALIANOR	Since 2022, Everience has been certified for its radiation protection management system, in France for the company specialised in user support, for IT services provided in clients' radiological environments in supervised or controlled areas (green, yellow, orange), and carried out within the perimeter of a Basic Nuclear Installation (INB) or Secret Basic Nuclear Installation (INBS).

Name	Description
Planet Tech'Care	Everience has been a signatory of the Planet Tech'Care manifesto since 2022 to reduce the environmental footprint of digital technology.
GHG assessment	Everience publishes the carbon footprint of its activities every two years: 2024 publication
Interxion	In 2025, Everience received a certificate issued by Digital Realty confirming that the electricity powering its equipment hosted in the PAR5 and PAR7 data centres comes from 100% French renewable sources, via guarantees of origin provided by AXPO
The Science Based Targets initiative (SBTi)	As a subsidiary of the NEURONES group, Everience fully follows the group's climate trajectory, validated by the Science Based Targets initiative (SBTi). It is committed to reducing its greenhouse gas (GHG) emissions in line with the Paris Agreement goal of limiting global warming **to 1.5°C.**
Responsible Digital Charter	In March 2026, Everience signed the Responsible Digital Charter of the Institut du Numérique Responsable (INR): a formal commitment to more sober, ethical and sustainable digital usage, which extends **our ambition to be a player in a sustainable environment.**

Diversity Charter	Human Resources are one of our Company's greatest assets. Diversity, deeply rooted in our DNA, is our strength. This is why Everience has been a signatory of the Diversity Charter in France since 2007.
Charter of the 1000	Since 2019, Everience has renewed its commitment every year alongside 1,000 other companies by signing the Charter of the 1000, which promotes professional integration and job creation in the Lyon metropolitan area, in France. This commitment is based on our recruitment system founded on equal opportunities. The Group's two main brands actively take part.
Manifesto for women's career change into digital	Since 2022, Everience has been committed to the manifesto for women's career change into digital professions. The objective is to increase the presence of women in these professions and also to enable them to integrate sustainably.
Partnership charter for youth integration and employment	Since 2024, Everience has been working jointly with La Mission Locale Angevine to promote the professional integration of young people and help fight inequality and insecurity, by signing a **partnership charter for youth integration and employment**
"Companies Commit to Neighbourhoods" Charter	Since 2025, Everience has been a signatory of the "Companies Commit to Priority Neighbourhoods" Charter, a French national initiative aimed at mobilising companies in favour of the economic and social inclusion of residents of priority urban policy neighbourhoods.

CyberVadis	In 2025, Everience obtained CyberVadis Platinum certification with a score of 968/1000, attesting to the advanced maturity of its cybersecurity management system.
"Supplier Relations & Responsible Procuremen Charter"	Everience is a signatory of the "Supplier Relations & Responsible Procurement" Charter to demonstrate its commitment to implementing a progress approach in its relationships with its suppliers.
PROVIGIS Silver – Responsible	The PROVIGIS Silver Responsible Third Party certification means that our legal file and official documents are compliant and that the standard CSR questionnaire has been fully completed.
Responsible AI Charter	In 2026, Everience signed the Responsible AI Charter of the Institut du Numérique Responsable (INR), affirming its determination to promote a responsible, ethical and sustainable use of artificial intelligence.

2.1.3. Governance and steering, organisation of the approach

Governance is the fundamental foundation of any CSR approach. It enables the company to make responsible decisions, measure their impacts and steer its actions while fully integrating stakeholders' expectations. By placing governance at the heart of its strategy, Everience **is committed to reconciling performance, sustainability and shared value creation.**

Effective CSR governance guarantees the longevity, competitiveness and prosperity of the company. It ensures the consistency of the actions carried out, their anchoring in operational realities and their contribution to a collective trajectory of progress.

To this end, the approach is built around three complementary levels: a group coordination body, a strategic steering committee and an operational team linking the group's sustainability vision to its concrete implementation in the field.

2.1.3.1. The Sustainability Committee — Neurones Group (group coordination)

Led by the parent company, this committee brings together all the subsidiaries' CSR Managers once a year. A genuine forum for exchange and coordination at group level, it aims to:

- share best practices between entities;
- align sustainability strategies at group level;
- foster innovation, stakeholder engagement and regulatory compliance.

2.1.3.2. The Everience CSR Committee (strategic steering)

Chaired by the Quality, CSR & Radiation Protection Manager, this committee sets the direction and ensures the strategic steering of the approach. From 2026, its membership expands to a collective of business and country representatives, in order to anchor CSR as close as possible to the group's activities and geographies:
identify and share best practices;

- define CSR objectives and initiate projects;
- select and monitor projects and their indicators;
- monitor the progress of the actions carried out;
- carry out active monitoring of CSR topics.

2026 governance is based on an expanded collective of business representatives.



Bernard LEWIS
Chairman of everience



Romain MANDRY
Deputy Managing Director
HR, Quality & CSR



Laurence DA CUNHA
Deputy Managing Director Finance



Isabelle NERI
Recruitment Director



Berta SETH
Talent Development Director



Cyril SCORDEL
Deputy Managing Director
Sales



Cedric LAMBLOT
Customer Success Director



Nicolas HOUEL DEVIENNE
Innovation Director



Pierre CLAIREMBAULT
Chief Information Officer

2.1.3.3. Sustainable excellence at the heart of performance (Quality & CSR operational steering)

Driven by unified leadership, the PULSE approach (Performance for Unified Leadership in Sustainable Efficiency) combines operational efficiency and social responsibility to maximise results while preserving resources.
Building on the requirements of the ISO 9001 standard, this system structures Everience's economic, social and environmental objectives within a shared long-term vision. It thus lays the solid foundations of the trajectory towards obtaining ISO 14001 certification in 2027.
Brought together within a single steering framework, PULSE translates the objectives defined by the CSR Committee into concrete actions and ensures their proper execution in the field. Its missions cover the entire continuous improvement cycle:

- Measure: carry out the carbon footprint assessment and consolidate environmental, social and governance data;
- Act: deploy and run CSR actions in the field, as close as possible to teams and entities;
- Monitor: collect, validate and centralise indicators (CSR KPIs) in a shared tracking dashboard;
- Ensure objectives are met: monitor the progress of action plans, identify gaps and initiate corrective measures;
- Run governance: prepare and organise bodies (committees, performance reviews) and ensure follow-up.

These three levels operate in a continuous loop: the Sustainability Committee guides, the Everience CSR Committee decides, and the PULSE team executes and measures, with each lesson from the field in turn feeding decisions

2.2. SUSTAINABILITY STRATEGY

2.2.1. Our CSR policy: 4 pillars to structure impact

For several years, Everience has been deploying an INVOLVED Quality and CSR policy built around four structuring pillars. These pillars are translated into eleven specific commitments that drive our actions on a daily basis and illustrate our long-term vision. [Quality & CSR Policy appendix]



Responsible employer

Fostering an ethical, respectful, fulfilling and inclusive work environment.

Commitment 1: Promote and foster inclusion and diversity among our employees
Commitment 2: Promote local employment
Commitment 3: Guarantee good working conditions (well-being, health, work organisation)

Driving a sustainable environment

Reducing our ecological footprint and offering responsible solutions.

Commitment 4: Measure the impact of our activity on the environment
Commitment 5: Act to control and reduce CO^2 emissions
Commitment 6: Design and offer our clients solutions and services that affect their carbon footprint

Responsible partnership

Maintaining fair and ethical relationships with our stakeholders.

Commitment 7: Foster a lasting, balanced collaboration with our clients and suppliers
Commitment 8: Fight corruption and behave ethically
Commitment 9: Comply with legal and regulatory requirements

Responsible corporate citizen

Encouraging and supporting local societal commitment.

Commitment 10: Encourage our employees' solidarity initiatives
Commitment 11: Support the realisation of solidarity initiatives
Commitment 12: Support local initiatives

To ensure a concrete and operational implementation of these commitments, the "INVOLVED" policy is supplemented by a set of specific policies and measures which set out, for each area, the commitments made, the associated quantitative and qualitative objectives, the actions and measures to be implemented, and the deadlines defined for their completion.
This breakdown makes it possible to turn the general orientations of the "INVOLVED" policy into operational roadmaps, with objectives and monitoring tools.

"INVOLVED" policy pillar	Associated policies and measures
Pillar 1 – Responsible employer	Social commitments; Disability Policy; Radiation Protection Policy
Pillar 2 – Driving a sustainable environment	Environmental commitments; Travel Policy
Pillar 3 – Responsible partnership	Responsible Procurement Policy; Ethical Principles; GDPR Policy; Information Security Policy

In addition to its internal policies and systems, Everience operates within the framework of the policies and commitments defined at the level of its parent company, Neurones. Where these policies are consistent with Everience's orientations and vision, they are integrated and rolled out within the company. This approach ensures that commitments are consistent across the Group, while taking into account Everience's own challenges and specificities.

2.3. STAKEHOLDER ANALYSIS

Everience places its stakeholders at the heart of its CSR approach, with a firm commitment to transparency, consultation and co-construction. This ongoing dialogue helps inform the Group's strategy, anticipate expectations and ensure sustainable and responsible development.

Client



Our commitments

- Offer a high-quality, secure, ethical and responsible service
- Support our clients' sustainable digital transformation
- Provide transparency, traceability and continuous improvement
- Involve clients in innovation and CSR performance initiatives

Our tools

- Steering meetings and client committees
- Performance indicators (SLAs, CSR KPIs)
- Audits and assessments
- Satisfaction survey, NPS, post-steering-committee
- Code of conduct and CSR contractual clauses

Suppliers



Our commitments

- Establish responsible, sustainable and ethical business relationships
- Include suppliers in progress initiatives
- Select based on criteria of transparency, social and environmental respect
- Promote collaborative innovation

Our tools

- Everience Responsible Purchasing Policy
- Reciprocal Commitments and CGA (General Purchasing
- CSR clause in supplier contract
- Supplier evaluation and corrective action plans

Employees / temporary staff



Our commitments

- Guarantee equal treatment, respect for human rights and a healthy working environment
- Support skills development and career paths
- Foster engagement and quality of life at work
- Drive diversity and inclusion

Our tools

- Career review campaigns
- Training & onboarding programmes
- Internal surveys
- Talent management system & shared HR follow-up
- Social commitments
- Ethical Principles

Shareholders



Our commitments

- Guarantee the Group's overall performance (economic, social, environmental)
- Secure governance, risk management
- Sustainable, innovative growth strategy aligned with CSR challenges

Our tools

- Financial reporting
- Strategic committee and performance
- EcoVadis assessment
- Non-financial ratings
- Non-financial reporting

Civil society



Our commitments

- Support local employment and employability in the
- Take part in solidarity, educational or inclusion projects
- Act for equal opportunities
- Encourage lasting partnerships with non-profit organisations

Our tools

- Skills-based sponsorship and community projects
- Partnerships with non-profit organisations
- CSR actions collection platform
- Integrated CSR reporting

2.4. MANAGEMENT OF IMPACTS, RISKS AND OPPORTUNITIES

2.4.1. Double materiality analysis

Everience takes part in the double materiality analysis carried out at the level of its parent company, Neurones SAS. This analysis was conducted with the Group's operating companies, of which Everience and its affiliated entities represent 40% of the workforce.
Priority issues were identified by cross-referencing, on the one hand, the significant impacts of the Group's activities on the environment, society and human rights, including throughout its value chain, and, on the other hand, the risks and opportunities linked to sustainability issues likely to affect its economic performance and resilience.

This approach is thus based on two complementary perspectives:

- Impact materiality: assesses how the activities of Everience and its value chain may have positive or negative impacts on the environment, society and human rights;
- Financial materiality: assesses how sustainability issues may, in turn, generate risks or opportunities likely to influence the company's performance, financial position and resilience.

For more details on the methodology and results of this analysis, please refer to the Neurones group Sustainability Report.

This cross-referencing highlights the issues considered a priority for Everience:

Impact materiality Climate change mitigation (E1) Energy consumption (E1) Gender equality (S1) Work-life balance (S1) Diversity (S1) Employment of people with disabilities (S1) Fight against harassment (S1) Equal treatment (S2)	**Double materiality** Training (S1) Talent / key people attractiveness and retention Corporate culture (G1) Responsible procurement (G1) Business ethics (G1) Data and information systems security
Non-material Pollution (E2) Biodiversity (E4) Circular economy (E5) Affected communities (S3) Consumers and end-users (S4)	**Financial materiality**

2.4.2. Roll-out at entity level

Each group entity is involved in identifying and managing its own risks and opportunities, taking into account its operational, geographical and sector-specific characteristics.

This approach enables:

- Taking into account local realities, regulations in force and territorial expectations:
  - ◇ Regulatory adaptation: compliance with local environmental legislation while maintaining group standards;
  - ◇ Territorial commitment: local signatures and partnerships to develop professional integration;

- The implementation of targeted actions to prevent or mitigate negative impacts and to strengthen positive impacts
  - ◇ Negative impacts:
    - * Structured decarbonisation plan: reducing emissions through energy efficiency (100% LED), sustainable mobility (25% reduction in travel emissions) and responsible procurement; ;
    - * Waste management: 15% reduction in waste weight per employee by 2028, with 100% traceability of recoverable flows
  - ◇ Positive impacts:
    - * Training and development: commitment to train 50% of employees annually on strategic topics;
    - * Diversity and inclusion: maintaining a percentage of women employed at or above 30% and a 6% employment rate of people with disabilities; ;

- Identifying transition opportunities (energy efficiency, circular economy, new sustainable business models):
  - ◇ Energy efficiency: use of data centres powered by renewable energy and creation of service centres in HQE-certified buildings ;
  - ◇ Circular economy: reuse or recycling of office furniture and decommissioned IT equipment through approved channels;
  - ◇ Sustainable innovation: systematic offer to clients of a service carbon calculator to co-build personalised action plans;

- Progressive alignment with the CSRD/ESRS frameworks, while integrating the reporting tools and systems specific to each entity:
  - ◇ Structured reporting: progressive implementation of reporting tools and systems compliant with European standards;
  - ◇ Supplier assessment: 85% of strategic partners assessed on their CSR performance;
  - ◇ Reciprocal commitments: 100% of strategic suppliers signatories of reciprocal commitments including respect for human rights.

Entity contributions are consolidated at Everience group level through the PULSE performance management system, thus ensuring consistent and structured escalation of issues. This approach makes it possible to integrate ESG issues into our strategic steering, decision-making processes and operational actions, in line with our sustainability trajectory.

3. ENVIRONMENTAL INFORMATIONS



FOR A SUSTAINABLE ENVIRONMENT

3.1 CLIMATE CHANGE (ESRS E1)

3.1.1 Impacts, risks and opportunities related to climate change (ESRS2 SBM-3)

The digital sector contributes significantly to climate change due to its high energy consumption and the greenhouse gas emissions generated across the entire value chain: equipment manufacturing, data hosting and processing, intensive use of digital tools, and end-of-life of equipment. As a digital services player, Everience is directly concerned by these issues.

Climate change was confirmed as a material issue following the double materiality analysis carried out at group level, in two respects:

- through the impact of our activities on the climate (impact materiality)
- through the risks and opportunities that the climate transition places on our performance (financial materiality).

3.1.1.1. Climate impacts of our activities

Everience measures its emissions using ADEME's regulatory BEGES V5 method (Base Carbone factors), on an operational control scope covering 100% of the perimeter (11 sites in France, 2,838 employees) and the material GHG Protocol categories for a services company: purchased goods and services, capital goods, waste, business travel and commuting. The 2024 assessment stands at 6,364 tCO2e and confirms the profile of a services company: direct and energy emissions are limited, while most of the footprint comes from Scope 3.

Within Scope 3, four items account for most of the footprint and guide our action priorities:

- capital goods (depreciated IT equipment): 39%;
- commuting: 27%;
- purchases of services (including subcontracting): 10%;
- business travel and purchases of goods, to a lesser extent.

All of this Scope 3 falls under upstream GHG Protocol categories (purchased goods and services, capital goods, waste, business travel and commuting): upstream Scope 3 therefore stands at 5,204 tCO2e and downstream Scope 3 is zero, as digital services activity does not generate emissions linked to sold products (downstream transport, use, end of life), franchises or downstream leased assets.

This hierarchy is decisive: it logically orients our decarbonisation plan towards the most material levers:

- Extending the lifespan and reuse of IT equipment
- Sustainable mobility
- Energy efficiency
- Responsible procurement.

3.1.1.2. Climate change risks

In accordance with its environmental policy "environmental commitments", Everience distinguishes physical risks (direct effects of the climate) from transition risks (shift to a low-carbon economy), specifying for each its horizon and its potential impact on the business.

Transition risks

Risk	Nature	Horizon	Potential impact on the business
Tighter regulation (CSRD, REEN, BEGES, carbon pricing)	Policy / legal	Short to medium term	**Higher compliance costs and increased reporting obligations**
Growing client CSR/carbon requirements in tenders	Market	Short term	**Loss of competitiveness, or even contracts, in case of non-alignment**
Pressure on resources and energy costs (data centres)	Market	Medium term	**Pressure on margins and infrastructure costs**
Obsolescence of offerings that are not eco-designed	Technology	Medium to long term	**Need to transform the service portfolio**
Reputational issue (transparency, sobriety, greenwashing)	Reputation	Short term	**Image, client trust and employer attractiveness**

Physical risks

The impact of extreme weather events (heatwaves, floods, storms) on infrastructure resilience and service continuity is a medium- to long-term risk. To date, the data centres and hosting providers used by Everience are not located in areas identified as
vulnerable; the company nevertheless maintains active monitoring, in particular of heatwaves (data centre cooling, workplace comfort and health).

In addition, Everience conducts a geographic screening of physical risks on its sites and data hosts, using a methodology combining water stress (WWF Water Filter), key biodiversity areas, protected areas and Natura 2000. For the Nanterre head office, the profile is favourable (low water stress, very low biodiversity sensitivity, outside Natura 2000 area); the Paris hosting providers (Digital Realty / Interxion) also show a low physical risk profile. The roadmap provides for the financial quantification of these risks (TCFD / CSRD E1-9 approach) by 2028.

3.1.1.3. Climate change opportunities

For a digital services company, the climate transition is as much a growth lever as a risk to be managed:

Opportunity	Concrete lever	Horizon	Potential impact on the business
Responsible digital / Green IT market	Eco-design, low-PUE data centres, optimised rack filling, energy-efficient equipment	Short to medium term	**Higher compliance costs and increased reporting obligations**
Supporting clients in their transition	Service carbon calculator: measuring and reducing the footprint of services delivered	Short term	**Loss of competitiveness, or even contracts, in case of non-alignment**
Commercial differentiation	CSR maturity valued in tenders	Medium term	**Pressure on margins and infrastructure costs**
Operational efficiency	Cost reduction (energy, travel, cloud optimisation)	Medium to long term	**Need to transform the service portfolio**
Attractiveness and sustainable financing	Employer brand and easier access to green financing	Short term	**Image, client trust and employer attractiveness**

3.1.1.4 Mapping and rating of environmental risks

Everience conducts an environmental analysis of its activities that identifies and rates risks, then associates an action plan with them; this analysis is the foundation of the climate approach and explains its priorities. Each risk is rated using the formula Criticality = Probability (1 to 5) × Severity (1 to 5), on three levels (low 1-6, medium 7-14, high 15-25). Two priority themes are assessed – Climate (5 risks) and Waste (3 risks) – consistent with the material issues E1 and E5. The frameworks underpinning the approach include the "Environmental Commitments" policy (#involved), ADEME's BEGES V5 method, the waste management procedure (ISO 14001 standards, Directive 2008/98/EC and WEEE Directive 2012/19/EU), the business continuity plan (BCP/DRP), ISO 27001 certification (81.82% of sites) and the Group's SBTi targets.

3.1.1.5. Resilience and climate trajectory

In light of these risks and opportunities, Everience aligns its action with the decarbonisation trajectory of the Neurones group, validated by the Science Based Targets initiative (SBTi) and aligned with the Paris Agreement. Compared with the 2019 baseline year, this trajectory aims for:

- by 2030: a 46.2% reduction in absolute Scope 1 & 2 emissions and a 55% reduction in Scope 3 emissions per FTE;
- by 2050: carbon neutrality (net zero emissions) across the entire value chain, i.e. -90% on Scopes 1 & 2 and -97% on Scope 3 per FTE.

These targets are group targets, to which Everience fully contributes as a Neurones entity. They translate into operational milestones by 2028 – notably -20% on Scopes 1 & 2, 30% renewable energy in the mix, -15% waste per FTE and the extension of IT equipment lifespan.

Each identified climate risk is thus linked to concrete actions, to monitoring indicators and to a periodic review within the PULSE management system – ensuring that this analysis continuously feeds our steering rather than being a simple annual snapshot.

3.1.2. Policies related to climate change mitigation and adaptation (E1-2)

To address the growing challenges linked to climate change, Everience has formalised ambitious environmental commitments, embedded in its Quality & CSR management system (PULSE) and set out in its reference document, the Environmental Commitments. The environmental commitments cover all of Everience's activities, as well as its partners and suppliers. They provide a common Group-wide framework to respond consistently to climate challenges.

These commitments are based on clearly defined, structured qualitative and quantitative objectives, organised for the coming years around several priority axes

3.1.2.1. Axis 1: Assess and support environmental performance

Precisely measure the environmental impact of its activities

100 %

Sites covered every two years by a
Full GHG assessment and carbon footprint (Scopes 1, 2 and 3)

Offer our clients low-carbon, eco-designed solutions

100 %

Client services are subject to a personalised carbon footprint assessment



3.1.2.2. Axis 2: Concretely reduce its environmental footprint (Scopes 1, 2 and partially 3)

Responsible supply chain

Include environmental clauses in 100% of strategic supplier contracts by 2028.

Waste management

Reduce by 15% the total weight of waste generated per employee by 2028

Circular economy

Reuse or recycle 100% of office furniture and decommissioned IT equipment by 2028, via approved or solidarity channels

Sustainable mobility

Reduce travel-related GHG emissions by 25% by 2028

Digital and IT

Extend the lifespan of computers to 5 and 7 years for 60% of the IT fleet

Energy consumption

Increase the share of renewable energy in the energy mix to 30% by 2028

Training and awareness

Train 100% of employees in the Responsible Digital Pathway within 3 months of joining, by the end of 2028

3.1.2.3. Axis 3: Commitment to carbon neutrality and emissions reduction

As a subsidiary of the NEURONES Group, Everience is fully committed to the climate approach led by the **group through its membership of the Science Based Targets initiative (SBTi). Everience alone represents 40% of the** group's workforce, which gives its involvement a central role in achieving the collective climate targets. Everience has defined an ambitious trajectory for reducing its greenhouse gas (GHG) emissions, aligned with that of the Neurones group and compliant with the Paris Agreement aimed at limiting global warming to 1.5°C.

SCIENCE BASED TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

The measurement and progressive publication of Everience's carbon footprint (Scopes 1, 2 and 3) is under way

Short-term objectives

46% Reduction of Scope 1 and 2 emissions in absolute terms by 2030

55% Reduction of Scope 3 emissions intensity per employee by 2030



Long-term objectives

90% Long-term reduction of Scope 1 and 2 emissions

97% Reduction of Scope 3 emissions intensity per employee.

Scopes 1, 2 and 3 are defined as follows:

- Scope 1: direct emissions linked to energy consumption (for Everience: vehicle fleet),
- Scope 2: indirect emissions linked to energy consumption (for Everience: electricity for buildings and data centres),
- Scope 3: all other indirect emissions linked to energy consumption (for Everience: commuting, business travel, visitor travel, subcontracting, IT equipment, waste, building occupancy and various internal processes).

These commitments, comparable to those of other players in the Consulting and Digital Services sector, actively contribute to the sector's overall decarbonisation efforts.

3.1.3 Actions and resources related to climate change policies (E1.3)

3.1.3.1. The company's carbon footprint

To measure its carbon footprint, Everience carries out a carbon assessment, a comprehensive evaluation of the greenhouse gas (GHG) emissions generated by the company's activities. It makes it possible to measure its ecological footprint by taking into account several emission sources: energy consumption, business travel, freight transport, internal processes, waste treatment, and the supply chain.

This structured approach comes with a strong commitment: to regularly measure our emissions and publish the results of our carbon assessment, in a spirit of transparency and accountability towards our stakeholders.

The main objective of the carbon assessment is to reduce the company's carbon footprint. By identifying the major sources of emissions, the company can put in place targeted strategies through a decarbonisation plan to reduce its environmental impact.

At Everience, for several years this assessment has been carried out by in-house expertise. In 2025, we signed a partnership with AGUARO – a French mission-driven company dedicated to the operational integration of ESG (Environmental, Social, Governance) issues into organisations' activities, from the digital chain to all operations – in order to equip ourselves with a tool to industrialise the carbon assessment. This tool, an agile and operational SaaS platform, makes it possible to collect and integrate data, identify action levers and simulate reduction trajectories.

The full carbon assessment is established in line with international standards and certified compatible with Bilan Carbone (ADEME, ABC), a strategic methodology and tool based on a structured and rigorous process, including the following steps:

- Collection of relevant data on the company's activities;
- Calculation of emissions: using specific factors to convert the collected data into CO2 equivalent. Emissions are classified according to the 3 GHG scopes.
- Analysis of results to identify the main sources of emissions and understand their distribution;
- Development of the action plan, targeting priority actions for GHG reduction;
- Monitoring and evaluation based on performance indicators to track progress and adjust the reduction strategy.

A two-timescale measurement. Measurement relies on a complementary set-up: a long cycle – Everience's own carbon assessment, carried out every two years with a detailed Scope 3 and supplier engagement (a more demanding frequency than the four-yearly BEGES obligation); and a short cycle – the annual inclusion of Everience in the Neurones Group's consolidated carbon assessment (annual BEGES), which ensures measurement continuity in the intermediate years and guarantees comparability (BEGES/ADEME and GHG Protocol compatible frameworks, stable 2019 baseline year). In the intermediate years, an Everience estimate is derived from the Group assessment using a stable representativeness key. Everience also collects each year its energy consumption, travel, purchases, waste and digital usage data, and is committed to moving its own measurement to an annual frequency.

Why a carbon assessment every two years?

Everience's greenhouse gas emissions assessment is carried out on a two-year cycle. This choice is consistent with the Group's activity profile: a digital services company, with no industrial production site, whose emissions structure changes slowly from one year to the next, most of the assessment coming from Scope 3 (IT fleet, travel, purchases of services), items whose reduction levers are managed on multi-year trajectories rather than through significant annual variations.

A two-year cycle makes it possible to devote the resources dedicated to carbon measurement (regulatory BEGES V5 method, AGUARO platform) to a complete and reliable exercise, rather than to partial annual measurements that are less comparable. Between two full campaigns, Everience carries out annual monitoring of the operational indicators directly linked to its decarbonisation plan (IT fleet lifespan, share of low-carbon vehicles, waste recovery rate, building energy consumption), which make it possible to steer the trajectory without waiting for the next full carbon assessment.

The carbon assessment for the 2024 financial year, published in 2025, established on the scope of Everience's activities in France using ADEME's regulatory BEGES V5 method, amounts to 6,364 tCO2e. The detailed breakdown by emission item is as follows:

Scope	Emission item	tCO2e	Share
Scope 1	Mobile combustion sources (vehicle fleet)	501	7,9 %
Scope 2	Electricity	659	10,3 %
Scope 3	Capital goods (depreciated IT equipment)	2 480	39,0 %
Scope 3	Commuting	1 724	27,1 %
Scope 3	Purchases of services (including subcontracting)	620	9,7 %
Scope 3	Business travel	216	3,4 %
Scope 3	Purchases of goods	159	2,5 %
Scope 3	Waste management	5	0,1 %
Scope 3	Visitor and client travel	0,3	0,0 %
Total		6 364	100 %

Two items alone account for two thirds of the footprint: capital goods (depreciated IT equipment, 39%) and commuting (27%). They are the priority targets of the decarbonisation plan.

Comparison with the previous financial year. As the carbon assessment is carried out every two years, the 2024 financial year is compared with the previous 2022 assessment, which stood at 4,489 tCO2e. The increase observed (+42%) does not reflect a real deterioration in environmental performance: it results from the refinement of the methodology (regulatory BEGES V5 method) and the widening of the measurement scope, which now covers items previously only partially estimated, notably electricity (Scope 2) and capital goods. This greater granularity offers a more reliable and more representative picture of our footprint, which now serves as the basis for the decarbonisation plan.

3.1.3.2. Decarbonisation plan for climate change mitigation (E1-1)

Everience has launched a decarbonisation plan aimed at reducing its emissions across the entire value chain, mobilising several levers prioritised according to the weight of emission items:

- **Setting up climate governance and internal monitoring processes: Everience's performance management system, PULSE, certified**

  ISO 9001 since December 2004, now brings together the Quality and CSR dimensions in a single steering framework.

- Limiting emissions-intensive business travel: through its Travel Policy [Appendix: Travel policy], Everience encourages the adoption of responsible and sustainable practices for business travel. Employees are encouraged to group one person's trips to neighbouring sites, and several people's trips to the same site, to systematically favour the train or the mode of transport with the lowest carbon impact, and public or shared transport within Paris. In managing its company vehicle fleet, Everience plans to switch to low-emission light vehicles. Wherever possible, travel is to be limited in favour of electronic meeting tools (conference call, video conference, data conference, etc.).

- Building energy sobriety and lighting: Everience has begun renovating the lighting systems at its sites in order to reduce consumption. To date, 100% of sites are equipped with low-energy LED lighting, replacing existing luminaires. This roll-out is complemented by automatic lighting control systems:

  - presence detectors in circulation areas (corridors, restrooms, meeting rooms), eliminating unnecessary lighting;
  - automatic switching off of lighting outside activity hours (time scheduling and timers).
  - This approach extends to IT equipment: automatic standby and shutdown of workstations and screens when not in use (centralised power policies / GPO). It is relayed to employees through awareness-raising actions on eco-gestures (switching off lights and equipment).

  - HVAC control system managed by DET: regulated shutdown and temperature control.

- Reducing data centre electricity consumption: the choice of partners is guided by environmental criteria in line with the company's own (low PUE, optimised rack filling, energy-efficient equipment, 100% renewable energy). Electricity for hosted equipment (PAR5 / PAR7, Interxion / Digital Realty) is produced from French renewable sources via Guarantees of Origin (AXPO);
- Involving supply chain players: we select partners aligned with demanding climate criteria and include environmental clauses in our strategic supplier contracts, notably through buyer training and the integration of environmental criteria into our procurement policies. We assess the CSR practices of our strategic suppliers annually. Everience is ready to support suppliers who commit to a continuous improvement approach and to put in place the means necessary to comply with it.

- **Optimising waste treatment and reducing waste produced: in line with a circular economy approach, we are committed** to reducing the weight of waste per employee by 15%, and to ensuring the reuse or recycling of all decommissioned IT equipment through approved channels, while guaranteeing the traceability of 100% of recoverable waste, including from collective drop-off, with a continuous improvement approach to monitoring tools and processes.
- Limiting commuting: we encourage membership of the sustainable mobility plan (carpooling, cycling, scooters, remote working), adapt resource allocation according to employees' location, favour premises close to public transport, and are studying the introduction of a group-wide carpooling solution.

- Optimising the IT fleet: we extend the usage life of our IT equipment and mobile phones – sometimes up to 7 years – and act to reduce the footprint of our digital services through green IT practices and data clean-up
- Employee awareness: to mobilise all employees in reducing our carbon footprint, we deploy concrete awareness-raising actions such as training, Climate Fresk workshops and other participatory initiatives fostering a common culture around ecological transition issues

- Offsetting residual emissions: as a last resort and without replacing reduction, via two certified projects: EcoTree (30 trees) and "Plantons la forêt": CCIFER (4.20 tCO2e, Label Bas Carbone methodology, 1 credit = 1 tonne).

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Summary of levers, objectives and monitoring

The levers described above translate into quantified, dated objectives linked to a monitoring system. They are prioritised according to the weight of emission items:

Lever	Objective	Deadline	System	Monitoring
IT fleet optimisation	5-7 year lifespan for 60% of the fleet; -30% stored data	2028	ServiceNow asset management; Responsible Digital Pathway	Asset management; PowerBI
Commuting	-25% of travel emissions; 60% adherence to the mobility plan	2028	Sustainable mobility plan	Survey; carbon assessment
Building energy	100% LED lighting; -20% Scope 1 & 2	Ongoing / 2028	LED lighting; high-efficiency IT purchasing	Carbon assessment
Data centres	Low-PUE partners, optimised racks, 100% renewable energy	Ongoing	Supplier selection process	
Responsible procurement	100% environmental clauses (strategic contracts); 80% of suppliers assessed; 100% of buyers trained	2028 / 2026	CGA; annual assessment	Contract repository; PowerBI
Waste & circular economy	-15% waste/FTE; 100% traceability; 100% IT reuse/recycling	2028	Waste management procedure	Approved channels
Business travel	Train first; remote meetings; low-carbon vehicle fleet	2026-2030	Travel Policy	Carbon assessment
Awareness	100% of employees trained (environmental issues + Responsible Digital Pathway)	2028	Training; Climate Fresk workshops	PowerBI

Resources mobilised

In accordance with requirement ESRS E1-3, the implementation of the decarbonisation plan relies on dedicated resources of an organisational, human, technical and financial nature.

- Governance and steering. The approach is driven by the PULSE management system, which brings together the Quality and CSR functions within a single ISO 9001-certified framework. A dedicated Quality-CSR team ensures its operational running, supported by a network of business and country representatives who relay actions as close as possible to the activities. Climate issues are integrated into governance bodies (CSR committee, management reviews) and are monitored and reviewed annually, ensuring continuous adjustment of priorities.

- Human resources. Beyond the CSR team, decarbonisation mobilises all employees. Training and awareness sessions are devoted to understanding the issues: roll-out of the Responsible Digital Pathway, Climate Fresk workshops, internal webinars and regular awareness campaigns. Business representatives and managers relay these good practices within teams, making every employee a player in the trajectory.

- Technical resources. Steering relies on structuring tools: the AGUARO platform (carbon assessment and service carbon calculator), the ServiceNow asset management tool (tracking the life cycle and lifespan of IT equipment) and Power BI reporting (consolidation and monitoring of indicators). Carbon measurement is established using the regulatory BEGES / Bilan Carbone (ABC) method, a guarantee of data reliability and comparability.

- Financial resources. In 2025, Everience devoted a dedicated budget to measurement and awareness of around €22,000 excl. VAT, including the licence for the carbon assessment tool (ABC method), the annual subscription to the AGUARO platform including the service carbon calculator, and internal awareness actions (SEDD webinars). In addition to these resources are ongoing investments contributing to emissions reduction: IT fleet renewal favouring lifespan and refurbishment, progressive greening of the vehicle fleet, and selection of highly energy-efficient hosting providers. Given the services business model, where these investments are not a major item, they are not subject to separate consolidated budget monitoring, but form part of the Neurones group's transition plan.

3.1.3.3. Supporting our clients towards responsible and high-performing digital technology

Everience's ambition is to elevate the user experience by designing innovative digital solutions, while placing environmental performance at the heart of our actions. To this end, we cultivate strategic partnerships aimed at offering our clients sustainable, low-carbon technologies, in favour of energy optimisation, responsible dematerialisation or the use of eco-responsible cloud.

Partnership with AGUARO: industrialising the measurement of the company's and its services' carbon footprint

Measuring the carbon footprint is an essential prerequisite for implementing effective reduction actions. In the digital services sector, a significant share of environmental impacts lies in indirect emissions, notably those associated with equipment, infrastructure, purchases and the delivery of services.

In this context, Everience wanted to go beyond measuring its own environmental footprint by developing a capacity to measure and manage
the carbon footprint of its services for its clients

To support this ambition, Everience partnered with Aguaro, a European software vendor specialising in responsible digital technology, with dual expertise in climate and IT and dedicated to supporting organisations in their ecological transition.
This collaboration gave rise to Clim8 Vision, a solution co-built by Everience and Aguaro that integrates the carbon footprint directly into the design and marketing process of services.

The aim is to make environmental data a genuine decision-support tool, rather than a mere reporting indicator. From the pre-sales phase, Everience is thus able to project the carbon footprint of a service or a planned innovation and to include this dimension in discussions with its prospects and clients.

This approach makes it possible to:

- measure the projected carbon impact of services from the tender or pre-sales phase;
- identify the main emission items and the associated reduction levers;
- compare different scenarios to inform technical and organisational choices;
- **co-build with the client a responsible, high-performing and scalable action plan;**
- progressively integrate environmental indicators into the management of services;
- support clients in achieving their own emissions reduction targets.

This approach was also recognised at IT Night 2026, organised by Republik IT, where Everience and Aguaro were finalists in the "Co-construction" category with the project "Clim8 Vision: carbon footprint, a catalyst for transformation and performance". This distinction highlights an **approach that makes carbon data a lever for transformation, differentiation and value creation for clients, by integrating environmental issues** directly into the design and management of services.

Extending the lifespan of IT equipment: the partnership with Microstore

The life cycle of IT equipment is a major lever for reducing the environmental footprint of digital technology. With this in mind, Everience relies on its partnership with Microstore, an expert in IT infrastructure, equipment preparation and IT equipment refurbishment.

The shared ambition is to promote more responsible life cycle management of workstations, favouring repair, refurbishment **and redeployment of equipment as far as possible rather than systematic replacement. This approach helps limit the production of new equipment, reduce** electronic waste and promote a circular economy logic.

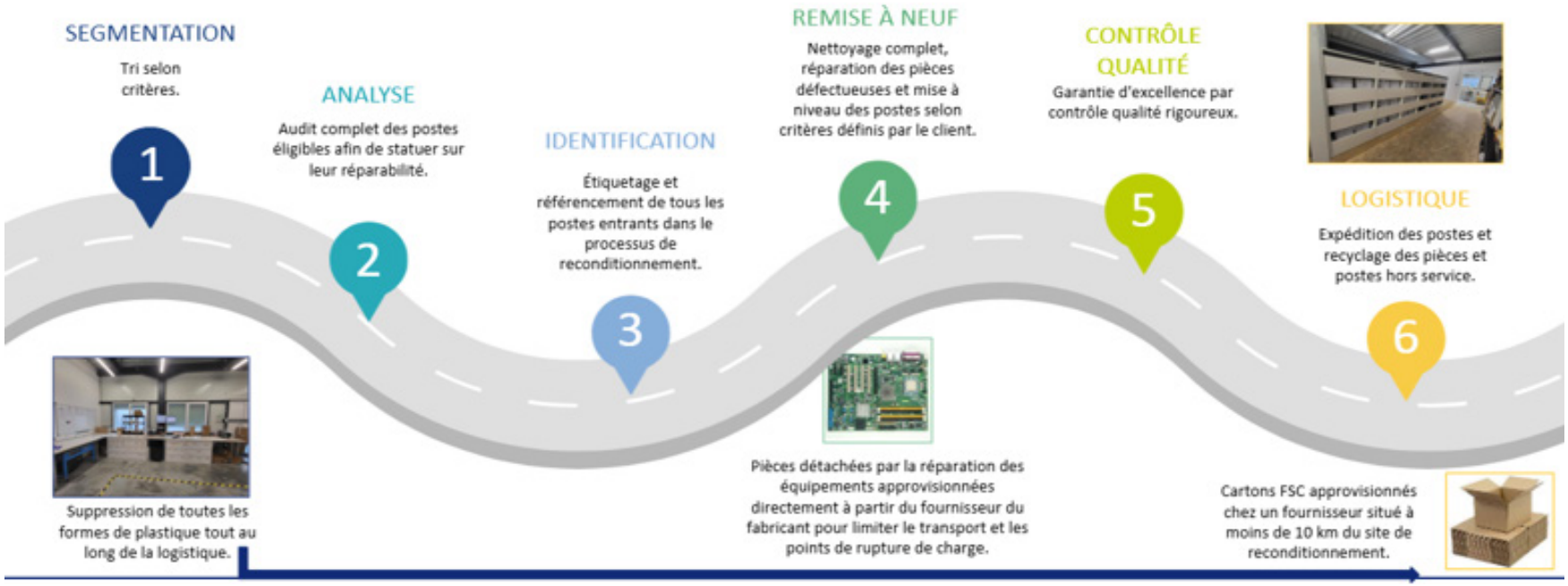
A dedicated industrial capacity for refurbishment

Microstore has a 20,000 m² logistics infrastructure spread over three sites less than 5 km apart, of which more than 300 m² are dedicated to Green IT refurbishment activities. This organisation provides an industrial capacity suited to processing end-of-cycle IT equipment.

Current operational capacity notably enables:

- **up to 30,000 IT workstations received per year;**
- **20,000 workstations cleaned, repaired and refurbished;**
- **25,000 parcels reshipped every year;**
- audit and sorting of equipment to determine its potential for repair, refurbishment or recycling.

A structured process to maximise reuse. Refurbishment relies on a multi-step process: equipment audit and analysis, segmentation, identification, refurbishment, quality control, then redeployment or recycling.



Each piece of equipment entering the process is audited to assess its repairability. When eligible for refurbishment, it is cleaned, repaired and, if necessary, upgraded according to criteria defined with the client. The equipment is then subject to quality control before being reshipped.

Operations may notably include physical cleaning, data erasure, component replacement, RAM upgrade, imaging, asset tagging or dismantling of equipment to recover certain parts.

This approach thus maximises the usage period of equipment and gives a second life to hardware that can still meet operational needs.

A circular economy logic extending to the processing of unrepairable equipment

When refurbishment is not possible, equipment is directed to suitable waste electrical and electronic equipment (WEEE) recycling channels. Microstore notably handles the storage, shipping and tracking of WEEE as well as the associated reporting.

The feedback presented by Microstore indicates that, on a given client scope, 75% of equipment is refurbished and redeployed, 10%

is donated to partner associations and 15% is directed to WEEE when unrepairable.

This approach concretely illustrates the principle of favouring reuse before recycling, in order to preserve for as long as possible the value and resources already invested in the equipment.

Also reducing the environmental impact of logistics

The Green IT approach also covers logistics operations. This offering notably states that it has eliminated plastic wrapping used in its logistics and favours FSC-certified cardboard, sourced from a supplier located less than 10 km from the refurbishment site. Spare parts needed for repairs are sourced directly from manufacturers in order to limit transport and breaks in the logistics chain. This offering thus enables Everience to integrate environmental responsibility at several stages of the equipment life cycle: diagnose, repair, refurbish,
reuse and, when no longer possible, recycle.

Beyond reducing electronic waste, this approach helps limit the impacts linked to manufacturing new equipment. By way of illustration,
the feedback presented in the Microstore offering indicates that a refurbished PC used for two additional years would reduce its carbon
footprint by 26%, according to the criteria and source mentioned in the presentation.

Partnership with Easyvirt: DC Scope solution: environmental impact of IT infrastructure

IT infrastructure is a second lever for action. The challenge is to identify oversized or underused resources in order to reduce unnecessary energy consumption while maintaining the expected level of performance.
Through its partnership with Easyvirt, Everience notably relies on the DC Scope solution, which makes it possible to measure and analyse the energy consumption of virtual machines and infrastructure in order to identify optimisation opportunities.
This ability to measure consumption thus makes it possible to turn environmental data into concrete actions to improve infrastructure efficiency.



DC Scope® by EasyVirt

Partnership with Nexthink: TECHCARE3: optimising users' digital experience

We have put in place a commitment approach around responsible digital technology within the Group – notably thanks to the initiative launched by our firm specialising in accelerating digital transformation – on the creation of an offering that consists of deploying at our clients a centre of excellence operating in 3 areas of action at Digital Workplace level: responsible digital (TechCare Environment), quality of working life (TechCare Employee) and user protection (TechCare Security).

This offering was built in partnership with a leading vendor in the End User Experience Management category, to support CIOs in optimising users' digital experience while contributing significantly and actively to achieving the company's CSR commitments and reducing unnecessary spending.

To actively contribute to improving the Quality of Working Life of all IS users, we offer, on all services provided via or by workstations:

- Proactive, remote resolution of events;
- Contextualised interactions with users;
- Observability of events and performance;

To actively contribute to improving the Quality of Working Life of all IS users, we offer, on all services provided via or by workstations:

- Proactive, remote resolution of events;
- Contextualised interactions with users;
- Observability of events and performance;

To actively contribute to fulfilling the company's environmental responsibility, we offer our clients to:

- Measure the carbon footprint of their IT;
- Reduce unnecessary energy consumption;
- Extend the equipment life cycle;
- Encourage and monitor the adoption of eco-responsible practices

Finally, to actively contribute to the protection of IS users, we guarantee to:

- Systematise compliance monitoring;
- Systematically strengthen the organisation's standards;
- Automate the monitoring and correction of deviations;
- Raise employees' security awareness thanks to the built-in agent that enables highly effective interaction with users

Find more details in this article.

We have this incredible opportunity to be at the heart of the most important topics for our clients, their users and beyond... with multiple opportunities

to contribute, through our expertise, to moving the needle. I am thinking for example of the TechCare3 offering around energy sobriety developed with our partner Nexthink, which we offer and deploy at our clients

Sébastien Marché - Managing Director, Experteam



Partnership with BLEU: sovereign, trusted cloud based in France

Within our firm specialising in accelerating digital transformation, a strategic partnership has been established with Bleu, a sovereign and trusted cloud based in France, intended for Operators of Vital Importance (OIV) and Operators of Essential Services (OSE). This partnership illustrates a strong desire to combine digital security and environmental responsibility, relying on local, transparent infrastructure optimised for energy management.

Find more details in this article.



An environmentally friendly digital infrastructure: an ECO-RESPONSIBLE DATA CENTRE

We rely on a long-standing partner committed to a responsible digital transition and integrating best practices in eco-responsibility. Aware of climate challenges and of its role to play, our partner has developed an environmental policy based on 3 pillars: energy efficiency, the use of renewable energy produced in France and the offsetting of residual carbon emissions, fully in line with our commitment to a sustainable environment. The continuous improvement of data centre design and operation cannot be separated from rigorous and intelligent energy management from the design of the infrastructure onwards, in order to follow a sustainable approach resolutely oriented towards energy saving. Our partner has improved the energy efficiency of its infrastructure by 49% over the last 8 years, thereby directly affecting the GHG emissions linked to our activity.

Total renewable energy consumption (kWh)

106,140 kWh

Partnership for eco-responsible, modular furniture serving the employee experience

Everience offers its clients modular furniture that can be used to create a temporary reception area. This modular furniture, made in France from ecological, bio-based, PEFC-certified materials, makes it possible to create a temporary reception area. Easily unfolded, it gives employees a friendly, modern environment that highlights team comfort. Interna departments can use it during internal events, to meet technical support needs or for the onboarding of new employee This innovative furniture is fitted with connections and screens to broadcast content, while meeting high ecological standards, thus contributing to a sustainable and responsible working environment.



3.1.4 Adaptation and resilience to physical climate risks

Beyond mitigation (emissions reduction), the climate approach includes an adaptation component: the ability to absorb the physical effects of climate change (heatwaves, floods, storms). This component rests on three pillars.

3.1.4.1 Physical risk assessment

A geographic screening is carried out on sites and hosting providers (water stress, biodiversity, protected areas, Natura 2000); the Nanterre head office and the Paris hosting providers show a low physical risk profile. Financial quantification (TCFD / CSRD E1-9) is planned for N+1.

3.1.4.2 Operational continuity and adaptation (BCP/DRP)

Everience has a business continuity and disaster recovery plan structured around 5 crisis scenarios. The adaptation mechanisms directly cover climate risks: remote working that can be activated in the event of a heatwave or bad weather, switchover to a backup site, inter-data-centre switchover, redundant cooling and backup power (N+1 generators, 72 h). Recovery objectives: RPO = 0 and RTO of 50% within 4 h / 80% by D+1; continuously tested (2025-2026) with lessons learned and corrective actions.

3.1.4.3 Safety nets and risk transfer

Resilience relies on off-site backups and tested restoration, backup power (N+1 generators, 72 h, SLA up to 99.999%) and a dual data centre architecture. Financially, insurance risk transfer covers physical climate hazards: the Nanterre site benefits from a Multi-risk policy (Chubb, 2026) notably covering storms, cyclones, hail, water damage and natural disasters – a policy taken out by the parent company Neurones and covering the Everience entity.

3.1.5 Governance, indicators and carbon performance

3.1.5.1 GHG emission indicators

Everience's emissions profile (BEGES V5, 2024 financial year, France scope):

Scope	tCO2e	Intensity (tCO2e / €M revenue)
Scope 1 — direct emissions (fleet)	501,3	2,43
Scope 2 — electricity	658,6	3,19
Scope 3 — indirect (value chain)	5 203,8	25,19
Total	6 363,7	—

Emissions per employee (Scope 1+2+3): 2.48 tCO2e (2024). Annual continuity at Neurones Group level (consolidated, location-based emissions, including Everience):

Neurones Group emissions	2019 (ref.)	2024	2025	2030 (target)
Total GHG — Scopes 1+2+3 (tCO2e)	11 042	12 757	12 571	8 067
Emissions per employee (tCO2e)	2,12	1,84	1,74	0,71
Intensity (tCO2e / €M revenue)	21,65	15,75	14,67	7,21

3.1.5.2 Carbon governance and incentives

The approach is driven by the PULSE management system (Quality + CSR, ISO 9001 certified), run by a dedicated Quality-CSR team and a network of representatives, with an annual review in the CSR committee and management reviews. A dedicated budget (around €22,000 excl. VAT in 2025) covers the carbon assessment tool, the AGUARO platform and awareness-raising. Incentives (ESRS 2 GOV-3): to date, no climate-related considerations are included in the remuneration of members of the administrative, management and supervisory bodies, at either Group or entity level; Everience follows the Neurones Group's guidelines and will document any change.

3.1.5.3 Emissions reporting practices

Everience shares the results of its carbon assessment with its internal stakeholders. The assessment was presented to the Social and Economic Committee (CSE) on 15/06/2026, ensuring a formal feedback session to staff representatives, to general management and regional directors on 30/06/2025, and was the subject of an article published on the collaborative intranet "Together" on 30/09/2025, accessible to all employees, presenting the company's footprint and reduction targets. This communication aims to share the results and mobilise teams around the decarbonisation trajectory.

3.1.5.4 Progress towards targets

In light of the latest Group monitoring (emissions per employee down: 2.12 in 2019 --> 1.74 in 2025), the trajectory is under way and consistent with the SBTi ambition, with vigilance on Scope 3 (purchases, IT capital goods, travel). The 2028 milestones (-20% Scopes 1 & 2, +30% renewable energy, -15% waste/FTE, 100% of decommissioned IT equipment recovered) structure the steering.

3.1.5.5 Towards ISO 14001 environmental certification

To date, Everience does not hold an ISO 14001-type environmental certification. This is explained by the nature of the Group's activity: digital services, with no industrial production site, and a limited direct environmental footprint (Scopes 1 and 2 representing less than 20% of the carbon footprint, see § 3.1.3).

Everience's environmental approach has therefore been structured primarily around targeted operational actions on the most significant emission items (IT fleet, mobility, data centre energy, etc.) rather than around a general-scope certification.
This approach is evolving: Everience has begun structuring its environmental management system with a view to ISO 14001 certification by 2027, which will consolidate and formalise the practices already deployed under the PULSE management system (§ 3.1.2), alongside the ISO 9001 (quality) and ISO 27001 (information security) certifications already obtained.

3.1.5.6 Key environmental indicators (reporting)

Indicators tracked annually via a KPI dashboard - Everience scope:

Indicator	2023	2024	2025	Target
Energy consumption — buildings (kWh)	690 595	692 191	640 416	—
Energy consumption — data centres (kWh)	128 645	115 599	106 140	—
Renewable energy (kWh)	128 645	115 599	106 140	—
Share of renewable energy (%)	15,7	14,3	14,2	**30 (2028)**
Sites equipped with a sorting/collection solution (%)	100	100	100	**100**
Non-hazardous waste (t)	3,25	2,49	2,46	—
Hazardous waste — WEEE (t)	0,08	0,14	0,14	—
Recovered waste (t) / rate	3,83	2,54	2,52 / 94 %	—
Employees trained in Responsible Digital (%)	33,6	34,0	34,6	**100**

3.2. POLLUTANT MANAGEMENT AND PREVENTION (ESRS E2)

Digital activity generates different waste streams throughout the equipment life cycle: waste electrical and electronic equipment (WEEE), consumables, packaging and office waste. Everience deploys an approach based on prevention, source sorting, traceability and recovery, favouring specialised channels suited to each type of waste.

This approach is part of a continuous improvement logic and contributes to Everience's objectives for controlling its environmental impacts.

3.2.1. Waste management policy and governance

In 2025, Everience strengthened the structuring of its approach through the development of a dedicated waste management procedure.

This procedure formalises the rules applicable to the main waste streams and specifies in particular responsibilities, sorting and collection arrangements, treatment channels, monitoring and traceability arrangements, and awareness-raising actions.

The approach rests on a clear hierarchy: the aim is thus to limit waste production upstream while maximising the recovery of streams generated by the activity.



3.2.2. Coverage of the system and recovery performance

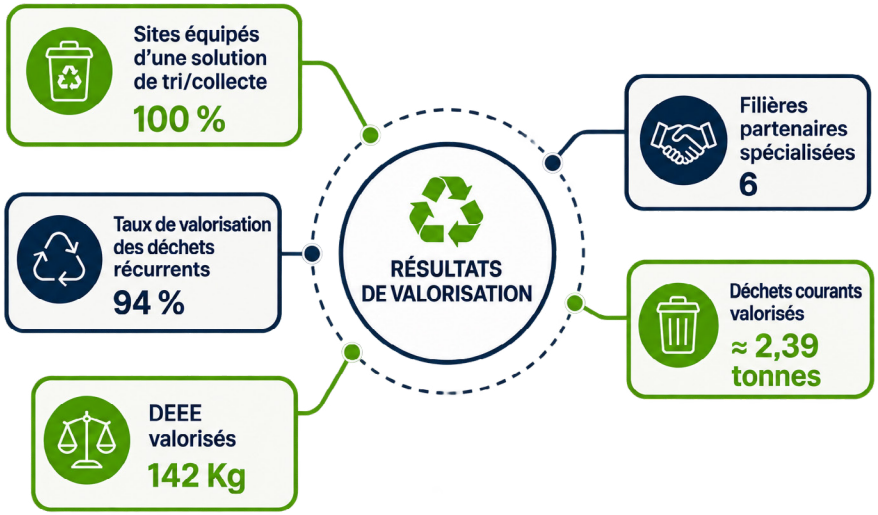
In 2025



of operational sites have at least one waste sorting, collection or recovery solution

Steering relies on indicators to track the coverage of systems, the volumes recovered and the performance of the channels.

2025 key figures



Of the regular streams tracked in 2025, 94% of the waste collected was recovered, with only a residual fraction unable to be directed to a recovery channel.

This performance reflects the effectiveness of the sorting system and of directing waste to specialised channels.

3.2.3. Waste streams and recovery methods

Stream monitoring enables Everience to better identify the main waste categories produced and direct them to suitable channels. In 2025, regular recovered streams represented approximately 2,385 kg:

Recovered stream – regular activity 2025	Weight
Plastics	754.5 kg
Paper and cardboard	628.0 kg
Cups	464.0 kg
Metals	334.5 kg
WEEE	142.0 kg
Glass	54.5 kg
Cigarette butts	6.8 kg
Bio-waste	0.24 kg
Total recovered	**≈ 2,385 kg**

Separating streams improves sorting quality and maximises opportunities for recycling and material recovery.

3.2.4. WEEE recovery and material recovery

Given the nature of Everience's activities, waste electrical and electronic equipment (WEEE) is a priority stream. In 2025, 142 kg of WEEE were collected and recovered as part of our annual collection with ELISE.

In 2025, Everience took part in a joint WEEE collection organised by ADECC and the Angers Loire Métropole urban community, enabling the collection and processing of 10.3 tonnes of WEEE.

This operation covered various electrical and electronic equipment from Everience's activities and forms part of a material recovery and circular economy approach, by promoting the treatment of end-of-life equipment through specialised channels.

3.2.5. Waste prevention and reduction at source

Everience's strategy is not limited to recovering the waste generated. Prevention and reduction at source are the first level of the approach.

Several actions have been implemented:

Reduction of single-use consumables.

Replacing single-use cups with reusable mugs and containers avoids around 8,000 cups per year.

Reduction of paper use.

Rationalising the printer fleet and promoting responsible printing practices – printing only when necessary, double-sided – help reduce paper consumption.

Reduction of packaging.

Everience favours alternatives to plastic packaging and encourages the reuse of cardboard for internal packaging needs.

Repair and extension of usage life.

Systematic replacement of equipment is avoided when repair can maintain its level of performance and security.

These actions help reduce the volumes of waste generated even before they are taken on by collection channels.



3.2.6. Traceability and specialised recovery channels

Everience relies on a network of six specialised channels and partners, selected according to the type of waste, the recovery solutions available and their environmental and social commitment, notably through the use of ESATs (sheltered work establishments), adapted companies and structures committed to the social and solidarity economy.

ELISE – office waste

For the majority of its service centres in France, Everience works with the establishments and services providing support through work (ESAT) of the ELISE network for the collection and sorting of its office waste (paper, cups, cardboard, plastics, etc.). ELISE mainly employs people with disabilities or in professional integration. This cooperation combines environmental impact and social inclusion, while ensuring rigorous traceability of the waste streams collected. Each operation is covered by a tracking slip, ensuring compliance with regulations and recovery of the waste.

Les Alchimistes – bio-waste

In the western region of France, a partnership has been set up with Les Alchimistes for the collection and recovery of bio-waste, notably coffee grounds and fruit or meal waste from common areas. Les Alchimistes develop local, short-circuit composting solutions, helping to reduce emissions linked to waste transport and to nourish urban soils with 100% natural compost. Dedicated bins have been installed at the sites concerned, accompanied by awareness-raising actions on bio-waste sorting.

Tchaomegot – cigarette butts

Everience works with Tchaomegot for the collection and recovery of cigarette butts. This specialised channel handles their collection, decontamination and recycling, using a process carried out without water or toxic solvents. After decontamination, the cellulose acetate fibres contained in the filters are transformed into eco-designed insulation for construction or textiles, thus giving a second life to this waste. In 2025, 6.8 kg of cigarette butts were recovered through this channel.

ADECC – WEEE collection and recovery

Everience works with ADECC (Association for the Development of the Circular and Collaborative Economy), which supports companies in the responsible management of their waste and the development of the circular economy. Under this arrangement, 20 kg of miscellaneous WEEE were collected and directed to suitable treatment and recovery channels.

Odéa – reuse and refurbishment of telephony equipment

Everience works with Odéa, an adapted company specialising in the reuse and refurbishment of IT equipment.
Odéa refurbishes out-of-service telephony equipment, notably DA80 handsets and headsets, enabling their return to internal use rather than replacement. Around 300 items of equipment are refurbished in this way each year.

Kypseli – WEEE treatment

Everience also relies on Kypseli, an association and social and solidarity economy player, for the management of certain waste **electrical and electronic equipment. Its sorting and recycling workshop notably handles sorting by material, dismantling and directing WEEE to appropriate channels, with traceability of streams. In 2025, 0.487 tonnes of WEEE were directed to disposal** via this channel, helping to ensure appropriate treatment of equipment that cannot be reused or recovered.

3.2.7. Waste reduction objectives and trajectory to 2028

To continue improving its environmental performance, Everience has set several objectives for 2028:

- **Reduce the weight of waste per employee by 15%;**
- **Achieve 100% traceability of recoverable streams;**
- Maintain 100% of sites equipped with a sorting and collection solution.

Monitoring these indicators will make it possible to assess over time the effectiveness of prevention, recovery and traceability actions.

3.3. RESOURCE CIRCULARITY AND EXTENDED EQUIPMENT LIFESPAN – ESRS E5

3.3.1. Extending the lifespan of the IT fleet

At Everience, extending equipment lifespan is a major lever for reducing the environmental footprint of digital technology. Rather than considering only the end of life of equipment, Everience is progressively adopting an approach covering their entire life cycle: purchase, **use, maintenance, repair, reassignment, reuse, refurbishment and end of life.**

Everience is committed to extending the lifespan of 60% of its IT fleet from 5 to 7 years by 2028, where performance, security and compatibility requirements allow.

This trajectory relies in particular on:

- maintenance and repair;
- reassignment of equipment;
- targeted replacement of components;
- refurbishment;
- optimisation of the use of existing equipment.

This approach helps limit fleet renewal and reduce the environmental impacts linked to manufacturing new equipment.

Equipment	Use for a Service Desk employee	Indicative usual lifespan	Actual Everience lifespan	Circular approach
Business laptop	Main workstation	4 years	5-6 years	Extended use beyond the indicative lifespan
External monitor	Display / dual screen	5 years	> 7 years	replacement at end of life
Business headset	Telephony / user relations	3–5 years	Until end of functionality or incompatibility with the telephony tool	Replacement conditional on actual need
Docking station / Dock	Screen and peripheral connection	4–6 years	> 7 years	Extended use
Keyboard	Input device	3 years	> 7 years	Extended period of use
Mouse	Input device	3 years	4–5 years	Extended period of use
Business phone / smartphone	Business communication	2 years	> 3 years	Replacement as needed
Meeting room screen / shared equipment	Activity support	4-5 years	5–7 years	Kept in service depending on condition and needs

3.3.2. Reuse and refurbishment of equipment

PARTNERSHIP WITH BAK2

In the north of France, Everience acts in favour of the circular economy and social impact through a lasting partnership with the company BAK2. Specialising in the refurbishment of digital equipment (smartphones, tablets, computers), BAK2 buys back, restores and resells electronic equipment, while donating all profits generated to the association Les Clowns de l'Espoir, which works to improve the daily lives of hospitalised children.

As part of this, refurbished phones were also acquired by Everience from BAK2, in line with our responsible procurement policy and our desire to reduce the environmental footprint of digital technology. These items, restored to rigorous technical standards, help limit the extraction of natural resources while supporting an initiative with strong social impact.

On World Environment Day, a solidarity collection was also organised for the second consecutive year. This operation allows each employee to drop off electronic devices, working or not, to give them a second life. Each device recovered generates a minimum donation of €3 to the association, with recent models being worth even more.
Each year, a feedback event is organised to present the results of the collections, the refurbishment steps and the technical tests carried out (battery, screen, etc.), guaranteeing quality redeployment. This approach fully illustrates our desire to combine responsible digital transition and concrete solidarity, embodied in the collective action of our Collab'Actors.

Reuse of furniture for fitting out new premises

As part of the fit-out of new premises in the north of France, Everience integrates circular economy principles into its design choices by favouring, where compatible with functional and ergonomic needs, reused and second-hand furniture rather than systematically buying new furniture.

For this project, Everience notably relies on Réempro and Bluedigo, specialists in supplying reused furniture. These partners make it possible to select desks, chairs, cabinets and other professional equipment that have already been used, in order to give them a second life.
This approach reduces the need for new furniture, limits resource consumption and reduces waste linked to fit-outs. It
thus concretises the integration of the circular economy into Everience's purchasing decisions and real estate projects.

3.3.3. Mobile fleet optimisation: usage suited to real needs

At Everience, concrete actions have been taken to reduce the carbon footprint linked to the use of business phones. An audit was carried out to identify the equipment in use and that which remained unused. Following this analysis, the company ended the systematic distribution of business phones. From now on, only employees with a permanent need may be assigned a mobile phone.

This approach made it possible, with the agreement of the employees concerned, to recover unused phones, thus contributing to better resource management.



"Assigning a phone only when necessary is a small gesture that has a real impact. This responsible choice is part of a digital sobriety approach, promoting a reasoned and useful use of technology tools."

Florence GONIN

3.3.4. Circularity objectives and indicators to 2028

Everience is pursuing its circularity trajectory through several structuring objectives:

Objective	Deadline
60% of the IT fleet with a lifespan of 5 to 7 years	2028
100% of decommissioned office furniture and IT equipment reused or recycled	2028
15% reduction in the weight of waste per employee	2028
100% traceability of recoverable streams	2028
100% of sites equipped with a sorting/collection solution	Maintained 2028

These objectives make it possible to steer the transition from a model mainly based on waste treatment towards a model more oriented towards prevention, **lifespan extension, reuse, refurbishment and resource recovery.**

2025 performance is a first benchmark for this trajectory:

100% of sites equipped

94% of regular waste recovered

3.4. SUSTAINABLE MOBILITY AND TRANSPORT: SUSTAINABLE MOBILITY

Commuting and business travel linked to Everience's activity account for nearly 30% of its total greenhouse gas emissions. They are therefore a priority lever for reducing the Group's carbon footprint and contribute directly to its decarbonisation trajectory.

Everience adopts an approach based on reducing travel, modal shift and promoting lower-emission mobility solutions. This
approach covers both commuting and business travel and relies on employee awareness, the development of alternative mobility and annual monitoring of associated emissions.

The Everience Travel Policy, updated in 2026, formalises the principles applicable to business travel for all Group employees. It is based on a hierarchy aimed at favouring, in order, the lowest-emission solutions:

Avoid, favour the train, public transport and shared mobility, low-carbon vehicles, air travel as a last resort.
Thus, where possible, travel is avoided in favour of video conferencing and remote meetings. For necessary travel, the train is systematically favoured and becomes mandatory when a rail alternative exists for a door-to-door journey of less than four hours. Trips can also be grouped to limit the number of journeys made.

For urban travel, Everience encourages the use of public transport, cycling and carpooling. For rental vehicles, the policy provides for favouring electric or hybrid engines and progressively shifting the fleet towards low-emission light vehicles.

Evolving the vehicle fleet

As part of its transition towards more environmentally friendly mobility, the company has launched a two-year (2025-2026) vehicle fleet renewal plan, aimed at progressively replacing vehicles with low-emission light vehicles. The fleet currently comprises vehicles with varied powertrains: diesel, petrol, plug-in and non-plug-in hybrids, and electric. The objective is to progressively phase out
diesel vehicles in favour of more eco-responsible models

Promoting active and shared mobility

For commuting, Everience is putting in place solutions to make it easier to use alternatives to the private car.
Dedicated parking for bicycles and electric scooters, including charging points, is installed at all sites.
Employees who cycle can receive an allowance calculated per kilometre cycled. All our service centres and offices are located in direct proximity to metro, tram and bus stops, to facilitate the use of
public transport.

To encourage employees to use public transport, all or part of the transport pass is covered by the company.

The company is also committed to promoting carpooling as a responsible alternative to individual car use. Awareness is systematically included in the onboarding programme for new employees; the firm specialising in accelerating digital transformation offers an ecological alternative for getting to work, through the roll-out of a specialised carpooling application for short-distance commuting. It relies on artificial intelligence technologies to transform mobility, making daily travel easier in a simple way, and perfectly meets the challenges of the ecological transition.

In the west of France, free parking spaces are also reserved for employees who carpool, to encourage this practice and generate employee buy-in.

Measuring to steer and improve

The performance of the approach relies on regular monitoring of mobility practices. An annual commuting survey identifies the main modes of transport used by employees, observes their evolution and assesses the effectiveness of the actions implemented. In addition, GHG emissions linked to business travel are measured annually as part of the Group's carbon assessment, covering Scopes 1, 2 and 3. These data make it possible to identify the main reduction levers and to place mobility actions within a continuous improvement approach.

Indicator	Target	Deadline
Reduction of travel-related emissions	-25 %	2028
Share of journeys under 4 h made by train	≥ 90 %	2028
Electric or hybrid rental vehicles	≥ 50 %	2028
International travel incorporating a carbon trade-off	100 %	Ongoing
Reduction of Scope 3 per FTE	-55 %	2030

3.5. AWARENESS-RAISING TO DRIVE ACTION

The ecological transition also depends on everyday actions. In a company, every action counts: switching off equipment, sorting waste, reducing printing... Organisations have an essential role to play in changing behaviours.
Everience deploys an active environmental awareness policy, aimed at mobilising all its employees around more responsible and sustainable behaviours. This approach relies on a diversified programme of events, training and educational materials, integrated into the company's daily life.



Challenges to take action

The Energy Challenge, in place for three consecutive years, allows employees to get started with eco-gestures via a fun, interactive app, by accumulating points and competing against other companies in a friendly, gamified way.

Environmental commitment is also reflected in an annual Challenge combining solidarity actions (e.g. Pink October) and environmental actions, rewarding the best contributors with motivating prizes.

Collective awareness. In parallel, Everience relies on daily awareness-raising actions:

- Reminder stickers are placed on the premises to encourage good habits: switching off lights, turning off taps, limiting paper printing, etc.
- **Collaborative workshops such as the Climate Fresk or the Digital Fresk** enable a better understanding of environmental issues and of everyone's role, in a participatory and educational approach



Training that gives meaning to action

Convinced that the ecological and social transition requires everyone's involvement, Everience has set up a CSR training and awareness programme for all of our employees. The objective is twofold: to spread a common culture of sustainable development and to encourage action in daily life. Through thematic modules (eco-gestures, digital sobriety, inclusion, sustainable mobility, circular economy, etc.), participatory workshops and practical tools, each employee can understand the issues and take ownership of the levers for action at their own level. This approach aims to make every employee a committed player in our responsible transformation, in line with our sustainable performance objectives.

The responsible digital pathway notably covers:

- Sober digital usage (reducing the impact of e-mails, file sharing, optimised browsing)
- Workstation energy management (switching off equipment, reducing brightness, moderate paper use)
- Protection of personal data in a digital sobriety approach

These actions converge towards a common objective: embedding eco-gestures in employees' professional and personal habits, giving them the keys to become fully active players in the ecological transition.

Our Objectives: 100% of employees trained on CSR topics such as disability, ethics, responsible digital, data security and environmental issues.

ESDW, AN ANNUAL EVENT TO LEARN, SHARE AND ACT



The Sustainable Development Goals (SDGs) are a global reference framework for addressing major social, environmental and economic challenges by 2030. In this context, Everience contributes to their uptake by making them concrete and accessible to its employees, notably through awareness-raising and engagement actions.
The European Sustainable Development Week (ESDW) is a highlight of this approach each year. It helps develop knowledge, share best practices and encourage everyone to move from awareness to action.

An "Eco-gestures at the office" webinar – 115 participants

Organised with Les Ateliers Durables, this participatory webinar enabled employees to better understand the challenges of the ecological and social transition and to **identify simple eco-gestures that can be applied directly in their working environment.**

An Ecoquiz + 250 participants

At the end of the various webinars and workshops, an Ecoquiz allowed employees to test their knowledge of the environmental issues and good practices covered. The top-ranked participants were rewarded with eco-responsible gifts.

On-site activities +100 Participants

The CSR representatives in the various regions also organised activities as close as possible to employees, including: a workshop on food waste, organised on the occasion of the International Day of Awareness of Food Loss and Waste;
the distribution of baskets of local fruit on the work floors; group games around environmental issues, accompanied by eco-responsible gifts.

Through these initiatives, ESDW becomes a genuine collective highlight, making it possible to raise awareness, exchange and above all give everyone the means to act daily in favour of sustainable development.

Digital clean up day

As part of its responsible digital approach, Everience takes part in Digital Cleanup Day through its Digital Clean Up campaign, held from 13 to 22 March. This initiative raises employees' awareness of the environmental impact of digital data storage and encourages them to adopt more sober practices: deleting unnecessary e-mails and attachments, obsolete or duplicate files, and cleaning up storage spaces. Thanks to employee mobilisation, 467 GB of e-mails and more than 4 TB of OneDrive files were deleted. This collective action represents an estimated environmental impact of 2,500 kg CO2e avoided, while helping reduce demand on storage infrastructure and data centres and optimise digital storage spaces.



Key figures

467 GB of e-mails deleted

+4 TB of OneDrive files deleted

2.5 tonnes of CO2e estimated avoided

3.6. WATER AND MARINE RESOURCES (ESRS E3)

Given the nature of its activity and locations, Everience has no direct impact on marine or aquatic environments. However, the company remains aware of the need to preserve this essential natural resource, particularly in a global context of increasing water stress. In this spirit, concrete actions have been put in place to limit water consumption on the premises: all sites have been fitted with water-saving aerators, reducing tap flow without affecting user comfort. This simple, low-cost measure can reduce water consumption by up to 50%, helping to prevent waste in daily use.



A partnership serving people and the planet: Everience & Kumulus

Beyond its internal sobriety policy, Everience has chosen to act concretely for the environment and local populations by forming an innovative, committed partnership with the Tunisian start-up Kumulus Water. This partnership is based on integrating technologies capable of producing drinking water from air humidity, without heavy infrastructure or network connection.

The installation of Kumulus equipment, capable of producing up to 30 litres of drinking water per day, meets employees' daily needs while reducing dependence on conventional resources. This approach fully embodies the company's determination to
follow a trajectory of technological sobriety and environmental resilience.

But the impact of this action goes beyond the company's perimeter. In a spirit of territorial solidarity, Everience co-financed the installation of a second unit in a primary school in the rural region of Kairouan, where access to drinking water remains a daily challenge. By bringing this concrete solution to a vulnerable community, Everience helps not only to improve students' hygiene and health conditions, but also to reduce inequalities in access to a vital resource, while promoting a local innovation with high potential impact.
This project embodies an inclusive and transformative CSR approach, combining responsible innovation, social solidarity and territorial roots, and reflects Everience's ambition to play an active role in building a fairer, more sustainable future for all.

3.7. BIODIVERSITY AND ECOSYSTEMS (ESRS E4): ACTIVE CONTRIBUTION TO LOCAL REFORESTATION

Everience's activity and geographic locations, centred on digital services, have no direct impact on biodiversity or natural ecosystems. As such, this topic is considered non-material according to our double materiality analysis.
However, keen to contribute to environmental protection and the ecological transition, the company carries out several local and solidarity actions in this area.

These initiatives, although voluntary, reflect a growing commitment to preserving biodiversity:

PARTNERSHIP WITH ECOTREE

Committed to preserving biodiversity and regenerating ecosystems, Everience has initiated a partnership with EcoTree, an impact company specialising in the ecological and economic enhancement of French forests. This partnership reflects a desire to act locally and sustainably by supporting reforestation projects close to our service centres.

Since the start of this collaboration, more than 300 sessile oaks have been planted in the Louverné forest, located about a hundred kilometres from the service centre in western France. This geographic choice is no accident: contributing to the restoration of a local forest ecosystem strengthens ties with the region, reduces the carbon footprint linked to travel or logistics, and has a measurable impact on an environment close to our employees.

The Louverné forest, a precious ecosystem in the Pays de la Loire region, plays an essential role in carbon capture, local climate regulation, and hosting many animal and plant species. By promoting the growth of resilient species such as the sessile oak, the initiative supports the fight against biodiversity loss, while contributing to the creation of long-term carbon sinks.

Thanks to EcoTree, each tree planted is monitored, sustainably managed and valued according to responsible forestry principles. This project reflects Everience's determination to fully integrate the protection of living things into its CSR strategy, moving from an offsetting logic to concrete action for environmental regeneration
.

PARTNERSHIP WITH THE CCFR

Everience fully committed to the "CCIFER Challenge for a Greener Planet", organised by the CCFR, demonstrating its concrete commitment to the ecological transition. For a month, Everience employees multiplied sustainable actions: using ecological transport, reducing single-use plastic, selective sorting and responsible sports activities, thereby embodying the values of a responsible company mindful of its environmental impact.

Everience proudly contributed to this collective momentum, which brought together 550 volunteers from 40 companies, taking part in an exemplary mobilisation around environmental protection in Romania. The outcome of this challenge was symbolised by a tree-planting day near Bucharest, where Everience actively helped strengthen local biodiversity.
Thanks to this involvement, the Franco-Romanian business community, with Everience as a key player, has succeeded in planting more than 23,000 acacias in 4 years, making a significant contribution to urban reforestation and the fight against climate change. This partnership with the Se Poate association reflects Everience's determination to act sustainably, not only for the environment, but also for a positive legacy for future generations.

GREEN BOOTS ACTION

Everience continues its commitment to ecosystem restoration and biodiversity preservation through its participation in the **Green Boots initiative, led by TACT, of which Everience is a member, in partnership with the Tunisian Hikers Association (ATR).**
For the 7th edition of Green Boots, Everience employees mobilised alongside partner associations for a reforestation action **carried out in Bizerte, in the Bechateur forest.**
This collective mobilisation made it possible to plant more than 4,000 trees, mainly pines and eucalyptus, thus contributing to the restoration of vegetation cover and the resilience of local ecosystems.

+4,000 trees planted, Up to 800 t of CO2 capturable over 10 years

Beyond the planting action itself, the initiative gives a measurable dimension to the project's environmental impact. According to the estimates provided for the species planted, each tree could capture 15 to 25 kg of CO2 per year, depending on its development and natural conditions. On this basis, the project **represents a potential capture capacity of up to 800 tonnes of CO2 over the next ten years.**
This action thus illustrates Everience's commitment to restoring, protecting and measuring its environmental impact, while mobilising its employees around a collective action in favour of biodiversity and the fight against climate change.







PARTNERSHIP WITH THE HORIZON ASSOCIATION

Everience organised two days combining hiking and clean-up action, in collaboration with the Horizon association, a player committed to preserving natural sites.

These events mobilised a total of more than 100 employees, strengthening the collective commitment to a healthier environment while promoting team cohesion.

These initiatives reflect Everience's desire to get involved as close as possible to the regions, in partnership with local associations such as Horizon, to build actions with real impact, while promoting local roots and a sense of community.





PARTNERSHIP WITH TERRE DE LIENS

Every year, Everience carries out a satisfaction survey among all of its clients. This approach is both a continuous improvement tool and a lever for civic engagement. For each questionnaire completed, €50 is donated to an association with a social or environmental impact. This year, the high **participation of our clients made it possible to collect €15,500, half of which was donated to Terre de Liens and the other half to the Fondation de France to help fund projects under its Emergency programme.**

The choice of Terre de Liens reflects our desire to support concrete initiatives in favour of sustainable agriculture and the protection of natural resources. Terre de Liens acts in response to the urgent disappearance of agricultural land in France. It preserves farmland by buying it thanks to citizen solidarity and corporate sponsorship, in order to permanently settle farmers practising organic farming that respects ecosystems. Our donation was specifically allocated to the Centre Val de Loire Territorial Association, a region close to several Group sites, to support its programme for water resource preservation and climate change resilience. It thus contributes to concrete projects: land purchase, farmer support, and transition to agroecological practices.

An action that gives meaning to performance. This operation involves our clients in a solidarity initiative, turning their feedback into a lever for change. It is also a response to expectations expressed by some of them, who wish to better know and follow our CSR actions. It illustrates our conviction: client performance can and must go hand in hand with a responsible commitment to society and the planet.

PARTNERSHIP WITH LES RUCHERS D'ALEXANDRE: A COMMITTED ACT FOR BIODIVERSITY

In continuation of its commitment to Corporate Social Responsibility, our firm – a player in digital transformation – is committed to preserving biodiversity by sponsoring a beehive in partnership with Les Ruchers d'Alexandre. This partnership goes beyond mere symbolic support: it is a concrete act in favour of local pollination and the protection of bees, sentinels of our environment.

Based in the Île-de-France region, in France, this association brings together beekeepers who are passionate about and committed to sustainable beekeeping that respects living things. It works to preserve bee colonies in peri-urban areas, by developing responsible beekeeping practices and raising public awareness of the importance of pollinating insects for our ecosystems and food security.
Choosing to act close to our sites of activity in Île-de-France strengthens our local impact and actively contributes to the regeneration of urban biodiversity.

Throughout the year, the hive is maintained by professionals, respecting the bees' life cycle. The honey harvested is put into personalised jars in the company's colours, creating a tangible link between employees and this CSR action. In addition to supporting a local sector, this project raises our teams' awareness of the importance of environmental issues while showcasing the company's sustainable practices.

By fully integrating this initiative into our CSR approach, we affirm our determination to make every project an opportunity to create environmental and human value, in line with the expectations of our stakeholders and the challenges of our time.





4. SOCIAL INFORMATION



In an ever-changing world, we are convinced that a company's lasting success rests above all on its employees. That is why we place people at the heart of our strategy, by investing in skills development, encouraging responsible leadership, ensuring everyone's health and well-being, and promoting equal opportunities.

Through the actions presented in this section, we illustrate our commitment to an inclusive, safe and fulfilling working environment. Employment, talent development, social dialogue, health and safety, quality of working life and professional equality are all levers that help strengthen our teams' engagement and support the transformations of our company.

We are convinced that economic performance, social responsibility and human development are inseparable. By progressing collectively on these issues, we affirm our determination to build an ever more responsible, fair and human company, creating value for our employees, our clients and the regions in which we operate.

Romain MANDRY - Deputy Managing Director HR & Development

4.1 COMPANY WORKFORCE (ESRS S1)

Workforce characteristics (ESRS S1-6)

As of 31 December 2025, Everience has 2,617 employees in France, spread across 11 sites. The main characteristics of this workforce are presented below.

Data	2025
Reference headcount	4000
% of women	19.4 %
Average age	≈ 37.7 years
Share of seniors (45 and over)	28,48 %
Average seniority	≈ 55.5 months
Share of permanent contracts (CDI)	92,78 %
Share of part-time employees	3 %
Turnover rate	26,42 %

4.1.1 Policies related to the company workforce (S1-1)

Everience's approach to workforce management is based on identifying the main social risks and impacts likely to affect its employees, then putting in place appropriate prevention, support and remediation measures.
This approach is formalised in Everience's "Social Commitments" Policy, updated in 2026. The policy specifies that, for each material social issue linked to the Group's activities, Everience defines commitments, guiding principles, concrete measures and quantitative objectives to 2030, monitored using performance indicators.

The analysis covers all Group employees, regardless of their contract type or level of responsibility, and notably includes employees, corporate officers, work-study students and interns.

Identified social risks and control measures

Social risk / issue	Main prevention and control measures
Violation of human rights and fundamental rights at work	Prohibition of forced labour and child labour, respect for freedom of association and collective bargaining, whistleblowing system and human rights due diligence process.
Discrimination, harassment and unequal treatment	Zero-tolerance policy, skills-based recruitment, manager awareness, reporting system, actions for professional equality and inclusion.
Risks linked to disability and professional exclusion	Workstation adaptation, awareness-raising actions, partnerships with the adapted and sheltered sector, retraining and professional integration programmes.
Skills obsolescence and employability risk	Continuous training, LearningLab, career reviews, internal mobility, work-study programmes and retraining schemes.
Workplace accidents, occupational risks and psychosocial risks	Risk assessment, prevention plans, actions on ergonomics and MSDs, prevention of psychosocial risks, mental health support and manager training.
Work-life imbalance	Respect for rest periods, right to disconnect and measures promoting work-life balance.
Risks linked to pay and working conditions	Pay in line with legal or collective-agreement minimums, transparent pay-rise criteria, social protection, regulation of working time and overtime.
Risk of deterioration in social dialogue and engagement	Employee representative bodies, collective bargaining, meetings with employee representatives and employee satisfaction surveys.

A prevention approach integrated into risk management

The prevention of social risks is part of a risk management and continuous improvement approach. On human rights, Everience notably carries out an annual risk mapping, integrated into the overall risk management process, in order to identify priority risks and define appropriate prevention and remediation measures.

This approach is also applied to occupational health and safety: occupational risks are regularly analysed and mapped and give rise to prevention action plans, in collaboration with occupational health services and employee representative bodies.

Governance and responsibilities

Control of social risks rests on shared governance. General Management sets the strategic direction, while the HR, CSR,
Legal, Procurement, Sales, Technical and Operations Departments take part in the operational implementation of the commitments. The Ethics and Compliance Committee
notably monitors social principles, handles alerts and evaluates the systems in place.

A confidential and secure whistleblowing system is available to employees and relevant stakeholders to report any breaches of human rights or ethical principles. Reports are tracked using indicators to ensure traceability and handling.

Risk control objectives and indicators

To steer the main social risks identified, Everience has defined objectives to 2030, monitored using performance indicators. The main objectives are grouped around six axes:

- Human rights and ethics: handle 100% of reports within the defined deadlines and assess 100% of targeted suppliers against CSR, GDPR and information security criteria.
- Diversity and inclusion: maintain at least 30% women in the workforce, reach 30% women in management positions, reach 6% BOETH (employment of workers with disabilities) in the relevant French entities and train 100% of managers in disability management.
- Skills and employability: guarantee an annual career review for 100% of employees, reach at least 11 hours of training per employee per year and strengthen access to training, mobility and integration schemes.
- Health, safety and well-being: cover 100% of sites with a risk assessment, reduce absenteeism below 7% and keep the workplace accident frequency rate below 0.003.

- Working conditions and social protection: guarantee 100% compliance with legal provisions on pay, working time and working conditions, as well as health coverage for 100% of employees.
- Social dialogue and engagement: guarantee employee representation in 100% of eligible entities, hold at least one annual meeting with staff representatives and deploy the satisfaction survey to 100% of employees

This approach thus links material social issues, workforce-related risks, prevention measures and measured results, in line with the continuous improvement approach pursued by Everience.

4.1.2 Working conditions

4.1.2.1. Actions concerning significant impacts on the company workforce (S1-4)

In line with the double materiality analysis, Everience anticipates and supports changes (organisational, technological, economic) likely to impact its workforce. Each action benefits from structured steering, dedicated resources and indicators. The commitments rest on two pillars: strict compliance with local regulations and the application of internal social standards that are often more ambitious than the law. All the companies concerned are covered by collective agreements and have helc elections of staff representatives. Each major change is subject to reinforced social dialogue, supplemented by individualised support measures (training, retraining, internal mobility).

4.1.2.2. Working time and organisation

Working time and its organisation within Everience are defined in compliance with the local regulations in force. Working time is governed by the provisions of the Labour Code, applicable collective agreements and company agreements on the regulation and arrangement of working time, with particular attention to schedule management, monitoring of actual time worked, the right to disconnect and work-life balance.

With a constant concern for flexibility and sustainable performance, Everience promotes hybrid models (on-site/remote), flexible hours where possible, and a management culture based on trust, autonomy and accountability.

To promote fair and balanced working conditions, Everience puts in place rotating schedules within teams subject to extended working hours (early mornings, evenings, weekends). This organisation aims to avoid the recurring assignment of the most demanding hours to the same group of employees, and to ensure an equitable distribution of these time slots. Rotations are defined in consultation with teams, in compliance with applicable social rules and with particular attention to work-life balance. This system not only helps limit situations of fatigue or perceived unfairness, but also strengthens team cohesion and individual engagement in a fairer, more supportive working environment.

Likewise, Everience ensures that special working times (night work, weekends, public holidays) and overtime are strictly regulated and paid or compensated with time off in accordance with legal and collective-agreement provisions. Their rigorous monitoring ensures respect for employees' rights and protects their health and life balance.

Likewise, Everience has adopted remote working and organises it through the "Company agreement on the regulation of remote working", in order to promote a better work-life balance while guaranteeing the continuity and quality of activities. This system regulates the terms of use of remote working and aims to offer employees more flexible work organisation, adapted to the constraints of their activities. In 2025, remote working is estimated at 1.70 days per week on average, or 34% of working time.

4.1.3. Adequate pay and wages

Everience guarantees all its employees fair, equitable pay in line with local regulations. In all the countries where Everience is **established, salaries are above the local legal minimum wage or collective-agreement minimums. In France, pay scales strictly respect the classifications defined by the applicable collective agreements, notably the SYNTEC agreement.**

In a spirit of fairness and recognition of employee commitment, Everience ensures it limits unjustified pay gaps between functions, genders or statuses and ensures pay equity through transparent criteria. The pay adjustment scheme for employees who have not received a raise in two years thus aims to prevent situations of salary stagnation and to strengthen the group's responsible pay policy. Adjustments will be determined according to clear, objective and transparent criteria, guaranteeing fair application. They are incorporated into the gross base salary of the employees concerned, reflecting a lasting commitment to individual recognition within the company.

In addition to salary, Everience offers suitable employee benefits, including in particular:

- Health insurance and supplementary cover, extended to employees' spouses and children,
- Meal vouchers,
- Employee savings schemes.

These additional benefits strengthen employees' overall standard of living and actively contribute to talent retention, to Everience's attractiveness, as well **as to compliance with the principles of social justice.**

Family-friendly programmes and work-life balance

Everience considers work-life balance a decisive factor in the engagement, health and retention of its employees. Beyond working time arrangements (hybrid work, flexible hours, right to disconnect, rotating schedules), the Group deploys concrete programmes to support family life. These measures are open to all employees – whether they are parents or carers of a relative (child, spouse, parent or grandparent) – and are not limited to parental situations alone.

Social protection extended to the family. All employees benefit from a compulsory collective "healthcare costs" health insurance and supplementary cover scheme, co-funded by the employer. Health coverage is designed on a family basis: it protects the employee, their children and their spouse. The supplementary scheme protects employees against the risks of incapacity, disability and death, and its benefit is maintained during compensated periods of suspension of the employment contract (salary maintenance or allowances), with the company continuing to pay its contribution. These guarantees complement statutory protections, notably the protection of female employees during pregnancy and maternity and protection against occupational risks.

Easier access to quality childcare solutions. To help employees reconcile the arrival of a child with professional activity, Everience concluded a partnership in early 2026 with the network Les Petits Chaperons Rouges (Réseau Grandir, more than 3,000 early childhood facilities in France). This scheme gives employees' children access to reserved nursery places across the country, according to transparent allocation criteria (family situation, single parenthood, disability, seniority). It provides a supervised, quality childcare solution that eases a major constraint of returning to work after a birth.

Support for employees' children. Convinced that employee well-being also depends on that of their children, Everience launched the "Sghartoon" programme, dedicated to raising awareness of and supporting learning difficulties.
It offers employee-parents information workshops, screening of children, connection with specialised therapists and suitable school support for the 5-12 year-olds concerned. This initiative reflects a holistic approach to parenthood that goes beyond financial benefits to address families' concrete concerns.



Paid maternity, paternity and adoption leave is guaranteed within Everience group in accordance with legislation. In 2025, this represents 13 maternity/adoption leaves.

In addition, specific provisions apply under company agreement to promote parenthood:

- Paid absence for a sick child (increased for a child with a disability)
- Right to disconnect
- Remote working

Objectives 2025 Results

Indicator	2025 result	Target
Ratio between the highest pay and the median pay	3.42	Monitoring
Legal compliance of working conditions	100 %	Ongoing
Companies covered by a collective agreement	100 %	Ongoing

4.1.4. Social dialogue and employee representation*

41 meetings

Held with staff representative bodies

98.4 %

of employees are covered by elected representatives.

Social dialogue is an essential pillar of quality of working life and of Everience's sustainable performance. It rests on a constant commitment to listening, consultation and transparency in order to involve employees in decisions that affect them and to foster a climate of trust.

4.1.4.1. Employee representation as close to the field as possible

Everience ensures effective representation of all its employees. Regular meetings are held with staff representative bodies to address topics related to working conditions, health and safety, work organisation and company developments.

Depending on local contexts, employee representation relies on elected staff representatives, local representatives and ongoing dialogue with managers. This organisation makes it possible to quickly identify individual or collective concerns and to build suitable responses in consultation with the stakeholders concerned.

4.1.4.2. A social framework structured by collective dialogue

Social dialogue is also reflected in the negotiation and implementation of collective agreements covering essential topics such as working time, remote working, the right to disconnect, professional equality, inclusion of people with disabilities, sustainable mobility, pay, and the exercise of trade union rights.

These agreements form a foundation of social guarantees that supports the company's transformations while preserving employees' rights and well-being.

Main social agreements and commitments in force:

Document name	Date	Expiry
HLV Agreement of 28 February 2007	28/02/2007	Indefinite term – except chapter 3
Profit-sharing agreement	15/05/2008	Indefinite term
Company agreement on working time arrangements	25/10/2012	Indefinite term
Company agreement on the operation of on-call duty	19/04/2013	Indefinite term
Prevention of psychological harassment at work	02/2015	Indefinite term
Unilateral employer decision for a pay rise and a six-monthly bonus	24/07/2015	Indefinite term
Company agreement on the introduction of a bicycle mileage allowance	01/12/2015	Indefinite term
Company agreement on a fuel cost allowance bonus	01/12/2015	Indefinite term
Company agreement on the regulation of remote working	01/12/2015	Indefinite term
Company agreement on the arrangements for exercising the right to disconnect and regulating the use of digital tools	14/12/2017	Indefinite term

Document name	Date	Expiry
Amendment to the company agreement on exceptional paid absence authorisations of 10 December 2015	14/12/2017	Indefinite term
Company agreement on Social Dialogue	14/12/2018	Indefinite term
Agreement on the employment, integration and retention of people with disabilities	Section 4 of the 2023 Mandatory Periodic Negotiations	
Action plan on professional equality between women and men	Section 3 of the 2023 Mandatory Periodic Negotiations	
2023 Mandatory Periodic Negotiations	17/11/2023	Indefinite term
2024 Mandatory Periodic Negotiations	29/11/2024	Indefinite term
2025 Mandatory Periodic Negotiations	09/12/2025	Indefinite term

4.1.4.3. Measuring engagement by listening to employees

Beyond formal bodies, Everience develops a culture of continuous listening based on regular consultation systems. From onboarding, a follow-up survey during the integration period is carried out to assess the quality of the welcome and identify any support needs. Throughout the career, regular exchanges between employees, managers and HR teams make it possible to anticipate difficulties and foster professional development.

An annual employee satisfaction survey "SATISF'ACTION: listening to act"

In 2025, Everience deployed the first edition of the SATISF'ACTION survey, dedicated to the experience of operational teams. With a participation rate of 49%, this first edition made it possible to gather employees' perceptions and identify the main levers for improving their experience at work. The average CSAT stands at 7.2/10, reflecting an overall positive level of satisfaction.
The results highlight several strengths, notably attachment to the professions, the quality of mutual support between colleagues and appreciation of line management. They also made it possible to identify areas for progress concerning career paths, recognition and internal communication.

The lessons from this survey were translated into an action plan structured around three priorities:

- Career prospects and paths;
- Day-to-day operations;
- Managerial support.

A new edition is planned for 2026 in order to measure the progress made.

Throughout working life, managers hold regular follow-up meetings, in liaison with human resources teams, to identify any gaps between assignments and expectations, anticipate tensions and co-build individual improvement plans. Internal surveys, such as the Feel Good surveys deployed within the Operations Departments, enrich this listening approach. They make it possible to measure the situation and capture teams' expectations across the organisation, with shared feedback and action plans discussed at regional level

4.1.4.4. Fostering everyday dialogue through Together

Everience supplements social dialogue mechanisms with regular consultations on specific topics related to work organisation, tools or internal practices. These consultations involve employees in the continuous improvement of their working environment.

This dynamic relies in particular on the Together collaborative platform, a genuine space for information and exchange within the Group. The monthly newsletter distributed on this platform highlights teams' news, projects and initiatives, while encouraging employees to take part in company life.



By promoting the circulation of information, transparency and employee expression, Together helps strengthen the sense of belonging and consolidate a lively, participatory social dialogue.

Objectives 2025 Results

Indicator	2025 result	Target
Workforce covered by formally elected representatives	98,4 %	100 %
Meetings with staff representative bodies	41	≥ 20
Companies covered by a collective agreement	100 %	Ongoing

4.1.5. Diversity, equity and inclusion

An active policy in favour of equal opportunities for all

Everience deploys a set of operational programmes guaranteeing equal opportunities and an inclusive environment at every stage of the career path, open to all employees:

- Fair recruitment: the SAPHIR® system, which assesses candidates solely on their skills (100% of recruiters certified), and integration and retraining pathways (POEI) open to atypical profiles, people far from employment and people with disabilities;
- Mentoring and sponsorship: Tech It Girl (mentoring young women towards Tech careers), Marrain'Oc (support for female jobseekers) and Talents Seniors (sponsoring senior managers with Apec);
- Internal communities and networks: run by site representatives, open to all, fostering belonging and intercultural dialogue (see §4.1.5.x);
- Development and progression: internal mobility and career reviews (293 moves and promotions, 99% of employees with a career review), Everience Executive Program and internal training open to all;
- Disability inclusion and gender equality: disability policy (5.99% direct employment rate, DuoDay, SEEPH) and Professional Equality Index (94/100 at Everience).

Through these systems, Everience makes equal opportunity a cross-cutting principle, applied from recruitment to career progression, regardless of gender, origin, background, age or disability.

4.1.5.1. Inclusive recruitment

Since its creation, Everience has placed diversity at the heart of its corporate project. Whether in terms of gender, origins, educational and professional backgrounds, disability or other individual characteristics, we consider this richness an essential lever for performance, innovation and cohesion. Our recruitment **policy rests on a simple principle: assess candidates solely on their skills. We ensure everyone has equal access to opportunities, whether in recruitment, training or career progression.**

To reinforce this requirement, Everience has put in place a structured approach to train and equip its recruiters, managers and HR teams. From 2012, we deployed an internal recruitment system across all group entities, guaranteeing equal opportunities, named SAPHIR® (Skills Assessment **Program for High Insourcing and Recruitment).**

SAPHIR®

Thanks to SAPHIR®, Everience secures its recruitment while guaranteeing fair treatment for every candidate. This approach helps strengthen the diversity of profiles recruited and turns the recruitment process into a genuine lever for inclusion. This bold programme rests on several pillars:

- Neutrality towards backgrounds: we do not target IT profiles exclusively, and above all value knowledge of our clients' business. A specific degree, school or experience is not a prerequisite.
- Precise job frameworks: for each function, we have defined a unique skills framework, going beyond simple job descriptions. These frameworks identify the key skills shared by everyone in the same role.
- Standardised assessment tools: a common grid enables recruiters to identify the prerequisites needed for hiring. The process includes professional simulations to concretely assess candidates' reasoning abilities, technical skills and interpersonal qualities.

- Strong involvement of operational staff: a dedicated team – made up of about fifteen HR employees and about sixty managers, account managers or sales staff – is trained and certified in skills detection. They take an active part in interviews.
- A collaborative, non-predictive process: the tools used are not intended to make decisions in place of recruiters. They promote dialogue and mutual understanding and enable shared assessment. The final decision always rests with the HR/operations pairs.

+ 750 new employees were recruited in 2025, in France

100 % of recruiters are SAPHIR certified



Initially focused on recruiting level 1 technical profiles, the North team has now broadened its scope by including level 2 profiles, as well as a control tower run by account managers. The latter hold "remote super coordinator" positions, illustrating the evolution of client needs and the ability to respond to them with agility.

In barely six months, thanks to our SAPHIR process and the local employment agency and its Individual Operational Job Preparation programme, 40 people were recruited, mostly bilingual profiles, with remarkable responsiveness. This success is largely driven by the commitment of the recruitment teams, who did not hesitate to carry out an immersion at our client's, to refine their understanding of the roles and adjust the profiles sought.

This project also generated numerous internal moves, enabling level 1 technicians to progress to level 2 positions. A fine illustration of mobility as a lever for valuing talent and supporting career paths

Elise TAHON — Recruitment Manager, Helpline North region.

4,5 % Contracts signed are from professional retraining	**+120 participations** In professional inclusion actions Job fairs, job datings, open days, recruitment events and awareness-raising actions.

Everience is actively committed to professional integration and equal opportunities by opening its recruitment to varied profiles, notably people retraining, young people at the start of their careers, long-term jobseekers and candidates from atypical backgrounds. To support this ambition, the Group implements training, mentoring and individualised support schemes that foster skills development and lasting access to employment.

Among these schemes, the Individual Operational Job Preparation (POEI) plays a central role in France. Deployed in partnership with France Travail and training organisations, it enables candidates with no prior experience in the digital sector to acquire the skills needed to join the company. This approach is based on valuing candidates' potential, motivation and ability to learn.

To strengthen the impact of this policy, Everience relies on a network of more than 20 employment, integration and training partners mobilised in **2025. These notably include France Travail, APEC, Cap Emploi, Missions Locales, Maisons de l'Emploi, ADéLIE, Second Chance Schools,** as well as several higher education institutions and specialised training organisations.

These collaborations translate into many field actions: job datings, open days, innovative recruitment events such as "From the Stadium to Employment", interview preparation workshops, CV-writing support or interventions in schools and Priority Urban Neighbourhoods (QPV). They help people discover digital professions, develop candidates' employability and create lasting bridges between training and employment.

Through this approach, Everience affirms its determination to make digital professions accessible to as many people as possible and to contribute to the development of inclusive career paths, meeting the needs of regions, candidates and the company alike.

Exclusive retraining programme for the Helpdesk Technician profession

Everience deploys this programme in liaison with employment agencies and vocational training centres. This scheme takes the form of a two-month Individual Operational Job Preparation (POEI), enabling candidates to:

- Acquire basic technical skills (Windows/Linux, technical support, troubleshooting),
- Then join a permanent position (CDI) in Everience's teams.

This programme embodies the group's commitment to lasting employment, accessible to talents from varied backgrounds. It is also essential to be drawn to communication and customer relations, have a sense of service and be interested in IT consulting. At the end of this training, selected talents are offered a permanent contract at Everience. Through this programme, Everience acts concretely to ease the return to work, with the aim of inspiring new vocations in digital professions for people passionate about IT and customer contact.

This action is long-term (with an average of 30 to 40 new hires each year) and enables our group to take an active and effective part in job creation in the regions where we operate.

Partnership with Maria School

Everience has developed a collaboration with Maria School, with the objectives of:

- Reinventing education to learn today, with a vision of tomorrow, the soft skills and know-how that continuously emerge
- Developing an entrepreneurial mindset among all members of society to help solve its problems
- Developing collaboration and encounters between individuals and organisations to foster serendipity and initiatives
- Helping build a multidisciplinary, more inclusive society in which differences of all kinds are recognised as an asset

Free access and societal impact are pillars of our actions.

Beyond classic training courses and programmes, our partner offers free programmes to give everyone access to the world of tech and startups, and free masterclasses to train people in responsible digital and good use of generative AI.

Our teams come to share their know-how and expertise but also to develop our network, attract new profiles and enrich the teams.

Mentoring in support of returning to work

Everience encourages its employees' voluntary involvement in professional integration. As part of the Marrain'Oc initiative, led by France Travail and the Occitanie Region, a recruiter volunteered to support female jobseekers far from the labour market – job search help, CV improvement, interview preparation and showcasing of career paths – echoing International Women's Day.

Talents Seniors: promoting employment and the transfer of experience

As part of its commitment to diverse career paths and professional inclusion, HELPLINE took part in the Talents Seniors programme led by Apec. This sponsorship initiative aims to support senior managers seeking employment by connecting them with experienced executives and professionals to strengthen their network, better understand market opportunities and ease their return to work.

4.1.5.3. Work-study programme

5.26% of the workforce is on work-study or apprenticeship

10+ Academic partners and training organisations

A lever for integration and skills development

Everience has set up a structured work-study programme combining academic training and operational experience, to promote the professional integration of young talents while meeting the digital sector's growing skills needs.
Each work-study student benefits from personalised support provided by an experienced tutor, a training path adapted to their needs, progressive integration into real projects and regular follow-up promoting their skills growth and professional success. This scheme rests on an inclusive approach based on potential, motivation and a desire to learn. Access to the pathways is open regardless of qualification, age, gender or prior background, in a logic of equal opportunities and talent diversification.





A network of partners serving employability

To build professionalising pathways that meet market needs, Everience relies on a network of higher education institutions and training organisations specialising in digital professions, including:
Simplon, Epitech Lille, ENI Nantes, EPITA, Omnes Education, ESGI, GEFI, ASTON, Paris School of Business, INGETIS and ID Formation.
These partnerships make it possible to develop certified curricula and promote work-study, professional retraining and access to digital professions for diverse audiences.

Tech'Team: a gateway to digital professions

Among the schemes deployed by the Group, the Tech'Team programme is a major lever for professional integration. Delivered in partnership with inclusive schools such as Simplon, this programme combines training and professional immersion over a period of 13 months.
Work-study students alternate periods of training and field experience within operational teams, enabling them to acquire the skills needed for IT support professions and develop their employability in a real professional environment.

A strengthened partnership with Simplon

Everience has strengthened its commitment to work-study through a long-term partnership with Simplon, a recognised player in inclusive training for digital professions.
After several years of collaboration, the two partners decided to make their cooperation long-lasting through a multi-year commitment to support new cohorts of work-study students at the Angers, Nantes and Saint-Herblain sites, and soon Paris.
The cohorts welcomed bring together diverse profiles from initial education or professional retraining, with particular attention to gender balance and the inclusion of people with disabilities.

Supporting every work-study student towards success

Integration is an essential stage of the journey. Dedicated events, such as Welcome Days and meetings between work-study students, tutors and teaching teams, are organised to foster integration, experience sharing and the creation of lasting bonds within the company. This collective dynamic is supported by the commitment of tutors and employees who are mobilised daily to pass on their know-how and support new talents.



"At Everience, we believe a company's richness lies above all in the diversity of its talents and the strength of their journeys. Every day, we welcome employees with varied profiles: young people in initial training, people retraining or people with disabilities. Work-study is a major lever of this dynamic: it allows us not only to train, but also to integrate for the long term. Beyond the figures, it is a deep commitment to inclusion, equal opportunities and knowledge transfer."

Aurélie François, Human Resources Manager, West Region

"What I appreciate about my work-study is the diversity of assignments and the opportunity to contribute concretely to the company's development. This experience allows me to acquire new skills while taking part in projects that have a real impact."

Ana Ondet, Business Developer work-study student



Objectives 2025 Results

Indicator	2025 result	Target
Share of workforce in work-study / apprenticeship	5,26 %	5 %

4.1.5.4. Disability policy

The inclusion of people with disabilities is a strong focus of Everience's Social Commitments, guided by the conviction that a diverse, fair and accessible working environment is a source of innovation, collective performance and human richness.

As a disability-welcoming and inclusive company, Everience acts concretely to promote the employment, integration and retention of people with **disabilities. 5.2% Employment rate of people with disabilities at Everience.**

A clear reference framework

This commitment is part of the framework of the 6% employment obligation for workers with disabilities (OETH), the law of 5 September 2018 "for the freedom to choose one's professional future", and the principles of non-discrimination and reasonable accommodation set out in the Labour Code. In France, this commitment is notably reflected in the roll-out of a dedicated company agreement, signed in 2022. This agreement formalises a proactive policy around three priority objectives:

- Sustainably increase the employment rate of employees with disabilities,
- Guarantee their lasting integration in the organisation,
- Raise awareness among all employees of these issues to build an inclusive culture.

The steering of this policy rests on dedicated governance, driven at the highest level of the company: a disability representative attached to the Group HR Department, responsible for rolling out the policy and supporting employees; a cross-functional disability mission mobilising the HR, Procurement and Marcom functions; and a system for RQTH guidance and workstation adaptation in liaison with the occupational physician.

Continuously improving results

The action carried out is reflected in a constantly improving employment trajectory. In 2025, the direct employment rate reaches 5.99% across the Helpline scope — close to the 6% legal obligation — compared with 2.16% in 2019. As a result, the AGEFIPH contribution was reduced to €0, whereas it stood at €345,391 in 2019. 2025 was also marked by a record number of 27 new recognitions of disabled worker status (RQTH) declared, and by the processing
of 19 workstation adaptation requests, co-funded by AGEFIPH.

Strengthened inclusive sourcing

Everience develops dedicated sourcing to broaden access to its professions for people with disabilities. In 2025, 13 disability-dedicated recruitment events were organised. Highlights include participation in DuoDay (11 duos), a half-day open house as part of the European Disability Employment Week (SEEPH), as well as Employment & Disability forums and workshops run with Cap Emploi.

Concrete initiatives

- Training and awareness: sessions are organised for HR teams, managers and employees to break down stereotypes and foster a respectful and inclusive working climate;
- Accessibility of work environments: infrastructure is being progressively adapted to guarantee access to premises; digital tools and workstations are adapted and customised to meet identified specific needs;
- Inclusive recruitment processes: accommodations can be put in place during interviews, and support is provided at onboarding. All positions are open to people with disabilities, without restriction;
- Partnerships with specialised players: Everience relies on strong partnerships with employment and disability players (Cap Emploi, France

Travail, APEC, Handi'Job networks), strengthening support for people with disabilities, from guidance to professional integration. Everience considers inclusion a factor of cohesion and not a mere regulatory constraint. Beyond meeting legal obligations, the company works to build a working environment in which everyone can fully thrive, whatever their background or specific needs. This commitment is part of an overall continuous improvement approach: each year the company prepares a Disability review and outlook, in order to measure the impact of its actions and identify areas for improvement.

	Everience
Direct employment rate (disability employment)	5.2%
number of senior managers recognised as workers with disabilities	7
Number of managers	1212
Direct employment rate of people with disabilities among senior managers	0,6%

A policy extended to the sheltered and adapted sector

As part of its disability policy, Everience adopts a comprehensive and inclusive approach aimed at promoting the employment of people with disabilities in all its forms. Beyond direct integration within teams, Everience is also committed to developing lasting partnerships with the sheltered and adapted sector (ESAT, EA), in order to support professional integration in environments suited to specific needs.

This approach is part of a broader societal responsibility logic, mobilising responsible subcontracting as a complementary lever for action. By forming structured collaborations with players in the adapted sector, Everience acts concretely to strengthen inclusion, diversify its purchasing practices and contribute to the development of a supportive, committed ecosystem. These partnerships are selected carefully, in line with the group's values and in compliance with quality and ethical requirements. Everience relies on a network of Adapted Companies specialising in digital services (user support, application development and maintenance, IT equipment life cycle management), committed alongside it since 2018-2021 in subcontracting and co-contracting, as well as on federating networks connecting principals and providers from the sheltered and adapted work sector.

Our main partners are:

Adapted Company specialising in IT engineering services

- 5 agencies in France
- Everience partner since 2018
- Subcontracting and co-contracting agreement

Job profiles: User support (Helpdesk, Application support, Managed services, Remote assistance, Asset management), Application development and maintenance, ...

Adapted, social and solidarity company for digital services

- 7 agencies in France
- Everience partner since 2020
- Subcontracting and co-contracting agreement

Job profiles: project manager, Application support, System administrator, Service Desk agent, On-site Support Technician, ...

Adapted, social and solidarity company

- 1 agency in France
- Partner since 2018
- Subcontracting and co-contracting
- 3 new resources since early 2021

Job profiles: project manager, Application support, System administrator, Service Desk agent, On-site Support Technician

Adapted Company of the social, solidarity and circular economy

- 1 site in France
- Partner since 2019

Skills: specialised in life cycle management of IT and professional mobile telephony equipment

Social and solidarity economy player

- Partner since 2021

Skills: Connecting principals with more than 2,000 responsible providers from the Sheltered and Adapted Work Sector across the whole country

4.1.5.5. Gender equality

Gender equality is a historic and structuring commitment for Everience, part of its CSR approach and driven by one of its fundamental values: diversity. In a still largely male-dominated sector such as digital, this commitment translates into a dual ambition:

- **Increase the representation of women in technical professions,**
- Promote their lasting integration and progression at all levels of the organisation.

In a still largely male-dominated sector, Everience affirms its determination to advance gender equality and to strengthen the representation of women across all of its activities, notably in technical, functional and responsibility-level roles. The company considers diversity of profiles a lever for innovation, collective performance and social cohesion.

This commitment translates into a proactive policy of including female talent at every stage of the career path: recruitment, onboarding, training, career progression and access to management positions. Measures are deployed around promoting inspiring career paths, and supporting mentoring and women's leadership programmes.

Supporting retraining and women's careers in digital

Manifesto for women's retraining

To meet this ambition, Everience has been a signatory for several years of the Manifesto for Women's Retraining into digital professions, in order to promote professional retraining and ensure working women's access to digital professions. Everience looks above all for invested and motivated candidates with interpersonal skills – soft skills. Many technical training courses are provided and organised by Everience's internal training teams from the onboarding phase of every new hire and throughout the career path of its employees.

The Tech It Girl programme

To go further and improve women's access to digital professions at the very start of working life, Everience is committed to greater gender balance in Tech through the Tech it Girl guidance programme, alongside a partner, offering employees the chance to become mentors. Digital professionals or independent mentors devote 3 hours/month for 6 months to individually supporting young women (aged 16-30) interested in Tech careers. The missions of the 5 Everience employee mentors involved are to advise, build confidence, help define the career project and share their experience. This project plays a crucial role in the empowerment of young women in the technology sector. By offering personalised support, resources and networking opportunities, it helps overcome barriers to entry and promote diversity and inclusion. This mentoring inspires and empowers the next generation of female technology leaders, thus contributing to a fairer, more innovative future in the digital field.

Women in IT: breaking down stereotypes and promoting gender balance

As part of its commitment to professional equality and diversity, Everience continued its "Women in IT" communication series, an initiative designed to highlight the careers, experiences and successes of female employees working in digital professions.

Broadcast on the Group's social networks, this series gives a voice to women who help shape the technology sector every day. Each episode addresses a specific theme linked to the place of women in IT, such as persistent prejudices, obstacles to career progression, self-confidence, the representation of women in technical professions and the levers promoting greater gender balance.

Through these authentic testimonies, Everience wishes to raise awareness among its employees, partners and the general public of gender equality issues, promote the diversity of career paths and encourage more women to move into digital professions. This approach contributes to building an inclusive working environment where everyone can develop their potential regardless of gender.

Strengthened female representation in positions of responsibility

These commitments translate into concrete results. In a structurally male-dominated digital sector, women represent 19.4% of Everience's workforce in 2025 and 29% of management positions. This marked presence at levels of responsibility illustrates the Group's determination to advance gender balance, driven by an active policy of recruiting, promoting and supporting women's career paths.

Monitoring pay equality and career paths

Everience makes pay equality between women and men a structural commitment of its HR policy. Beyond compliance with the legal framework, the company strives to build a culture of genuine fairness in which pay is based exclusively on skills, responsibilities and performance, regardless of gender.

Each year, the Group's French companies publish their Professional Equality Index between Women and Men, in accordance with the regulations in force.

This analysis covers:

- Pay gaps for equivalent positions,
- Rates of pay rises and promotions by gender,
- Representation of women among senior executives.

The objective is clear: guarantee fair pay for work of equal value and promote better representation of women at all hierarchical levels.

	Helpline	**experteam**	**Seequalis**
Index	94/100	83/100	86/100

This tool is a lever for transparency and progress, but the company chooses to go further than the legal obligation, by carrying out in-depth analyses of pay gaps, and by integrating fairness criteria into its pay rise, promotion and recruitment processes.

Corrective actions are initiated as soon as an unjustified gap is identified, in order to guarantee fair pay for equivalent positions and experience. This proactive approach reflects the group's determination to promote a respectful, inclusive professional environment based on the objective recognition of merit.

4.1.5.6 Employee communities: resource groups and network of representatives

Everience promotes the creation and ongoing running of internal resource groups (employee networks), supported by a network of representatives present at each of its sites. Driven by volunteer employees and led by an identified representative, each network is open to all employees, whether directly concerned or wishing to get involved as allies.

In 2025, this dynamic took shape through 64 representatives' meetings and more than 80 actions and initiatives run across all sites, helping strengthen
dialogue, experience sharing and cohesion among employees.

- Women in digital: promotes gender balance and career progression of women in technical professions; open to male colleagues committed as allies.

- Disability & Work network: a dedicated entry point for listening, experience sharing and expertise on the inclusion of disability situations at work. It brings together people with disabilities, colleagues welcoming people with disabilities into their team, non-disabled people, family carers and anyone engaged on this topic
- Work-study students network: supports the integration and skills growth of work-study students in their first steps in working life, promotes inclusion and their sense of belonging from the moment they arrive.
- Feelgood@helpline: carries quality of working life and inclusion topics across the whole company (disability week, Pink October, sense of belonging, "walk a day in my shoes" experience sharing, etc.), with a deliberately cross-cutting approach: integrating these topics into the work collective rather than creating separate groups.

These initiatives take varied forms:

- unifying moments of conviviality – board game evenings, site days, end-of-year celebrations, Epiphany cake – fostering informal exchanges between employees;
- solidarity actions carried out collectively for the benefit of associations and vulnerable groups;
- intercultural and interfaith celebrations open to all: organisation of iftars during Ramadan, Easter celebrations and other highlights linked to cultural traditions present within teams.

By valuing the diversity of cultures and backgrounds in an inclusive setting, this network helps make the workplace a space of shared belonging, where everyone – whether a member of a represented community or simply wishing to join in – can take part and feel recognised. This dynamic strengthens social ties, inclusion and cohesion among teams spread across several sites and several countries.

Celebrating Iftar together: a moment of conviviality at Everience





4.1.6. Measures to combat violence and harassment in the workplace

1 reporting system
Accessible to employees and external stakeholders

1 Ethics & Compliance Committee
Dedicated to handling alerts

100 %
of reports received were handled in accordance with the reporting procedure in force

45.8 %
Employees trained on the prevention of discrimination and human rights violations

Everience applies a zero-tolerance policy towards any form of discrimination, harassment or violence in the workplace. This commitment is part of an overall approach aimed at protecting the health, dignity and rights of its employees, while guaranteeing a respectful, ethical and inclusive working environment.

A clear policy and accessible systems provide a safe and caring professional framework. Everience has put in place a clear and secure
reporting procedure, accessible to all employees, candidates, providers and other external stakeholders. This procedure is run by the Ethics & Compliance Committee, the body responsible for:

- Receiving reports (breaches of human rights, health, personal safety, conflicts of interest, acts of corruption, sexual or psychological harassment, failure to meet regulatory obligations, environmental alerts, etc.);
- Ensuring they are handled in compliance with confidentiality;
- Ensuring a proportionate response, respecting everyone's rights.

Reporting systems accessible to everyone

To enable the identification and rapid handling of at-risk situations, Everience provides all its employees, candidates, providers
and external stakeholders with secure and confidential reporting channels.

A dedicated address, Ethics-compliance@Everience.com, allows reporting of any situation that may constitute a breach of the Group's ethical principles. Whistleblowers are protected against any form of retaliation in accordance with applicable provisions.

Reports may notably concern:

- discrimination;
- psychological or sexual harassment;
- human rights violations;
- health and safety risks;
- conflicts of interest;
- acts of corruption or influence peddling;
- regulatory breaches;
- environmental alerts.

Governance dedicated to handling alerts

all reports are handled by the Ethics & Compliance Committee, responsible for:

- receiving and analysing alerts;
- guaranteeing confidential and impartial handling;
- ensuring respect for the rights of the persons concerned;
- implementing appropriate corrective or disciplinary measures where necessary.

This system is deployed everywhere to ensure a uniform level of protection and vigilance across all Group entities.

Raising awareness to prevent risks

Beyond handling reported situations, Everience favours a prevention approach based on raising awareness and making everyone accountable. Since 2023, all employees have taken a mandatory training course entitled "Ethical Commitments". This one-hour e-learning module aims to develop a common culture of ethics and integrity within the Group.

The training notably covers:

- prevention of corruption and influence peddling;
- the fight against discrimination and bias;
- prevention of psychological and sexual harassment;
- expected behaviours and the reflexes to adopt when facing an at-risk situation;
- alert systems and the contacts to approach.

By combining prevention, awareness-raising and secure reporting systems, Everience strengthens its ability to prevent risky behaviours and to promote a respectful, ethical and inclusive working environment for all of its employees.

Objectives 2025 Results

Objective	Everience
Percentage of employees trained in combating discrimination and harassment	45,8%

Cultivating a shared ethical culture

Beyond putting rules and prevention systems in place, Everience strives to bring ethics to life every day by developing a common culture based on respect, integrity and accountability. With this in mind, the Group has deployed a VMV (Values, Mission, Vision) pilot project aimed at raising awareness among all employees of professional ethics principles, the prevention of inappropriate behaviour and the importance of mutual respect in working relationships.

This approach is supported by a Code of Conduct, annexed to the internal regulations, which defines the behaviours expected within the company, reaffirms the zero-tolerance principles regarding harassment, discrimination and abuse of authority, and encourages the reporting of any situation contrary to the Group's values in a confidential and secure setting.
As part of the VMV programme, Everience also organised several discussion sessions on its fundamental values. More than 450 employees took part in the four editions of the "Values & Ethics" workshop, a collective dialogue space fostering experience sharing, reflection on everyday ethical issues and the identification of concrete actions to strengthen exemplarity, team cohesion and individual commitment. This initiative helps embed ethical principles in the company culture over the long term and make every employee a player in the approach.









Vision, Mission, Values Workshop

4.1.7. Training, Skills Development and Career Management

9.2 hours

of training received on average per employee

28,683.43 hours

of training delivered in 2025

72,3 %

Of the workforce received training related to career or aimed at acquiring skills

User-centred, the company's activities sit at the crossroads of IT, customer service and business functions. Each of the group's brands specialises while sharing a common heritage. All of these activities help create a digital employee journey that Everience strives to make as pleasant as possible.

The organisation rests on operational autonomy and interoperability, that is, the ability to act together to meet our clients' overall needs.

For several years, Everience has had internal training teams whose objectives are to:

- Ensure the development of professionals' technical and behavioural skills throughout their careers at Everience, in line with business developments and strategic challenges
- Spread business know-how consistently and create bonds within the company
- Support the group's transformation, whether through change management or upskilling on new technologies

Training is a shared responsibility:

- Management sets the overall orientations and resources for training
- The training teams ensure the effectiveness of training actions by verifying pedagogical conditions and provide expertise, help and assistance to the other players
- Managers are responsible for training their teams by identifying needs, initiating requests and following up training actions
- The employee is the main player in their own training: they drive the need for training and actively take part in the training itself.

Training, skills development and support for career paths are a central pillar of the company's CSR commitment. This ambition is put into practice through a reference document: the Skills Development Orientations and Plan.

Everience invests lastingly in strengthening its employees' technical, managerial and behavioural skills, across all of its entities. This commitment takes concrete form notably through a wide training offering

- A common foundation forming part of the employee onboarding path;
- Training dedicated to the group's various business lines;
- Methodology-focused training;
- Individual, personalised development;
- Safety;
- Certifying training pathways (ITIL, management, Power BI…);
- Participation in trade fairs and professional events;

The company encourages a culture of innovation, knowledge sharing and upskilling, in order to respond to technological changes and promote lasting employability

This approach strengthens both team performance, well-being at work and the ability to anticipate the expectations of clients and partners.



Everience's training strategy rests on a comprehensive and participatory approach, initiated by a 360° assessment of skills development needs. This diagnosis, carried out through targeted questionnaires, made it possible to identify the main levers for improvement, notably in managerial functions and soft skills. With an already well-established technical foundation, employees are now being supported in strengthening their interpersonal communication, emotional intelligence, team management and adaptability. This approach aims to align human skills with operational challenges, by promoting an inclusive, agile and responsible management culture. It illustrates the group's commitment to supporting balanced professional development, combining technical mastery and relational excellence.

In 2025, 72.3% of Everience's total workforce benefited from at least one training course related to career or aimed at acquiring skills.

A centralised training portal: the Everience LearningLab

In early 2024, Everience launched the LearningLab, a single-entry portal, a group tool dedicated to training. This strategic initiative aims to centralise and optimise access to all training resources for all employees.

Designed to support the development of our Talent Executive Program, the LearningLab provides simplified access to high-quality educational content, personalised and aligned with the company's strategic needs. It also offers advanced features for steering, tracking learning paths and analysing training data, making it easier to assess progress and adjust schemes in real time.
Beyond operational efficiency, this tool promotes the pooling of knowledge, the sharing of best practices between entities and the building of a collaborative learning environment. A genuine lever for skills development, the LearningLab helps strengthen employability, innovation and cohesion within the group, while supporting the achievement of our long-term ambitions.

+440 TRAINING MODULES AVAILABLE (e-learning, remote and in-person)

Objectives 2025 Results

Indicator	2025 result	Target
Training hours per employee	9.2 h	≥ 11 h
Total volume of training hours	28683.43 h	Monitoring
Employees trained (skills/career)	72.3%%	≥ 60 %

An internal training dynamic driven by our experts

In 2025, Everience relies on a network of internal facilitators who design and deliver training as close as possible to business needs. This dynamic has produced concrete results:

- 107 internal training sessions delivered;
- 9 new training programmes deployed;
- 257 employees trained;
- 98.1% satisfaction with these internal training courses.

Training quality is measured continuously: immediate evaluations, carried out at the end of the session, show a satisfaction rate of 91.5% (9 out of 10 evaluations positive), supplemented by follow-up evaluations carried out three months after the training to measure retention of learning.

Everience Executive Program: growing tomorrow's leaders

Everience launched its Executive Program, a demanding pathway designed to support the development of its future leaders. Bringing together employees from various functions (HR, sales, pre-sales, operations), the programme combines a volunteer, selected cohort, a hybrid format (remote and in-person) and a concrete project anchored in the group's strategic challenges.
Based on experimentation, it helps participants refine their strategic vision, collaborate in international contexts and develop their collective intelligence – a conviction embodied, at the launch, by an immersive session led by an Olympic fencing champion, around communication and feedback.

New features of the training offering in 2025:

To support the evolution of skills and respond to the new challenges of the world of work, Everience enriched its training offering in 2025 around several key themes related to management, quality of working life and personal development.
Awareness of intergenerational management. Everience also offers international webinars open to all, such as the session dedicated to intergenerational management, which equips managers and employees to better understand the values and working styles of each generation and promote collaboration between them.

Strengthening everyday collaboration

Everience also deployed a webinar dedicated to effective collaboration within teams. This session raises employees' awareness of good communication practices, role clarification and improved interactions between functions and departments, thus contributing to smoother cooperation and better collective performance.

Preventing psychosocial risks

As part of its occupational health prevention approach, a new e-learning course on psychosocial risks (PSR) was launched. This training enables employees to identify risk factors, spot warning signs, know the support resources available and strengthen their understanding of Quality of Life and Working Conditions (QWLC) issues.

Developing language skills

Finally, Everience entered into a partnership with WEFIT, a new provider specialising in remote language learning. This solution gives employees access to varied educational content and videoconference training, promoting the development of language skills and openness to an international working environment.

4.1.8. Internal mobility and career reviews

293

internal moves and promotions made

97.2%

Employees having a career review

4.1.8.1. Mobility

Internal mobility is a strategic lever for developing skills, retaining talent and supporting market changes. By facilitating bridges between professions, regions and subsidiaries, it addresses several challenges: flexibility, recognition of career paths, and improved quality of working life.

Three forms of mobility structure career paths:

- Horizontal, with a change of position at an equivalent level. Every two years, technicians are encouraged to change client account to enrich their experience. If a contract is not renewed, a personalised solution is systematically offered.
- Vertical, with moves into positions of responsibility. The Talent Development Production Supervisor programme illustrates this internal promotion dynamic.

- Geographic, allowing a change of workplace.

Everience is committed to guaranteeing the accessibility, transparency and fairness of career paths through an internal mobility system open to all employees. The "Internal mobility" space, available on the Together corporate social network, centralises all career opportunities open within the Group and offers equal visibility to all employees.

This portal relies on a selection process based on transparent evaluation criteria, guaranteeing equal opportunities and decision-making based on each person's skills, experience and potential. It thus helps prevent any form of favouritism and promotes internal career development.

Beyond publishing vacancies, this space is a genuine tool for supporting mobility. Employees find testimonials of internal career paths, feedback on professions and moves made, as well as useful contacts to talk with HR teams or the managers concerned.

To make internal mobility more accessible and enable every employee to envisage their career progression, Everience regularly organises "Boost your career" information sessions. These meetings present the mobility opportunities available within the Group, the types of assignments offered, their location and the application process. They also give employees the opportunity to talk directly with HR teams and mobility representatives to obtain personalised advice on their development plans.

Complementing the "Internal mobility" space on the Together platform, these sessions help strengthen the transparency of career paths, remove barriers to mobility and guarantee fair access to career opportunities. They thus contribute to developing employees' employability and promoting equal opportunities within the Group.



4.1.8.2. Structured support for employee development

Employee development is an essential lever of Everience's HR policy. To support each person in their career progression, the company implements a structured career follow-up system based on regular exchanges between employees, managers and Human Resources teams.

The career review is a key milestone of this system. Held every year, it allows a review of the employee's career path, achievements, development aspirations and skills development needs. This exchange helps identify development prospects, internal mobility opportunities and training actions suited to each person's ambitions as well as the company's needs.

During this review, employees are invited to reflect on their career plans, identify their strengths and areas for improvement, and consider different forms of mobility: functional, organisational or geographic. These reflections draw on the Group's job framework, ensuring a clear view of the skills expected and the possible career paths.

This approach is part of a logic of dialogue, transparency and co-construction. It rests on values of kindness, listening and mutual respect, enabling every employee to be fully in charge of their own career path.

A digitalised process to support career tracking

To ensure structured and consistent career monitoring, Everience relies on the Parcours tool, a platform dedicated to managing career reviews and skills development.

To make internal mobility more accessible and enable every employee to envisage their career progression, Everience regularly organises "Boost your career" information sessions. These meetings present the mobility opportunities available within the Group, the types of assignments offered, their location and the application process. They also give employees the opportunity to talk directly with HR teams and mobility representatives to obtain personalised advice on their development plans.

Complementing the "Internal mobility" space on the Together platform, these sessions help strengthen the transparency of career paths, remove barriers to mobility and guarantee fair access to career opportunities. They thus contribute to developing employees' employability and promoting equal opportunities within the Group.

This approach helps strengthen the visibility of career opportunities and guarantee fair, transparent management of career paths within the Group.

In 2025, 97.2% of Everience's total workforce benefited from periodic performance and career development reviews

Gaps against the 100% target are due to employee absence

Supporting managers in their role of developing talent

To support the quality of reviews and standardise managerial practices, Everience provides managers and employees with dedicated resources as well as a "Career review" e-learning module.
This training aims to strengthen managers' skills in conducting reviews, supporting career plans and identifying development needs. More than 80% of participants expressed satisfaction at the end of this training.



"As I often say in the reviews I conduct, you have to imagine your career as a 3-legged stool, and each leg must be at the same level, the same height, for the stool to be stable and the career to move forward smoothly. The first leg represents knowledge, skills, what is known and recognised about the employee. The 2nd leg represents will, what the employee wants to contribute in order to progress. The 3rd leg represents Everience, what we can offer and put in place to support you and achieve your personal goals. So for all these reasons, it is essential that you prepare well for this meeting about your career."

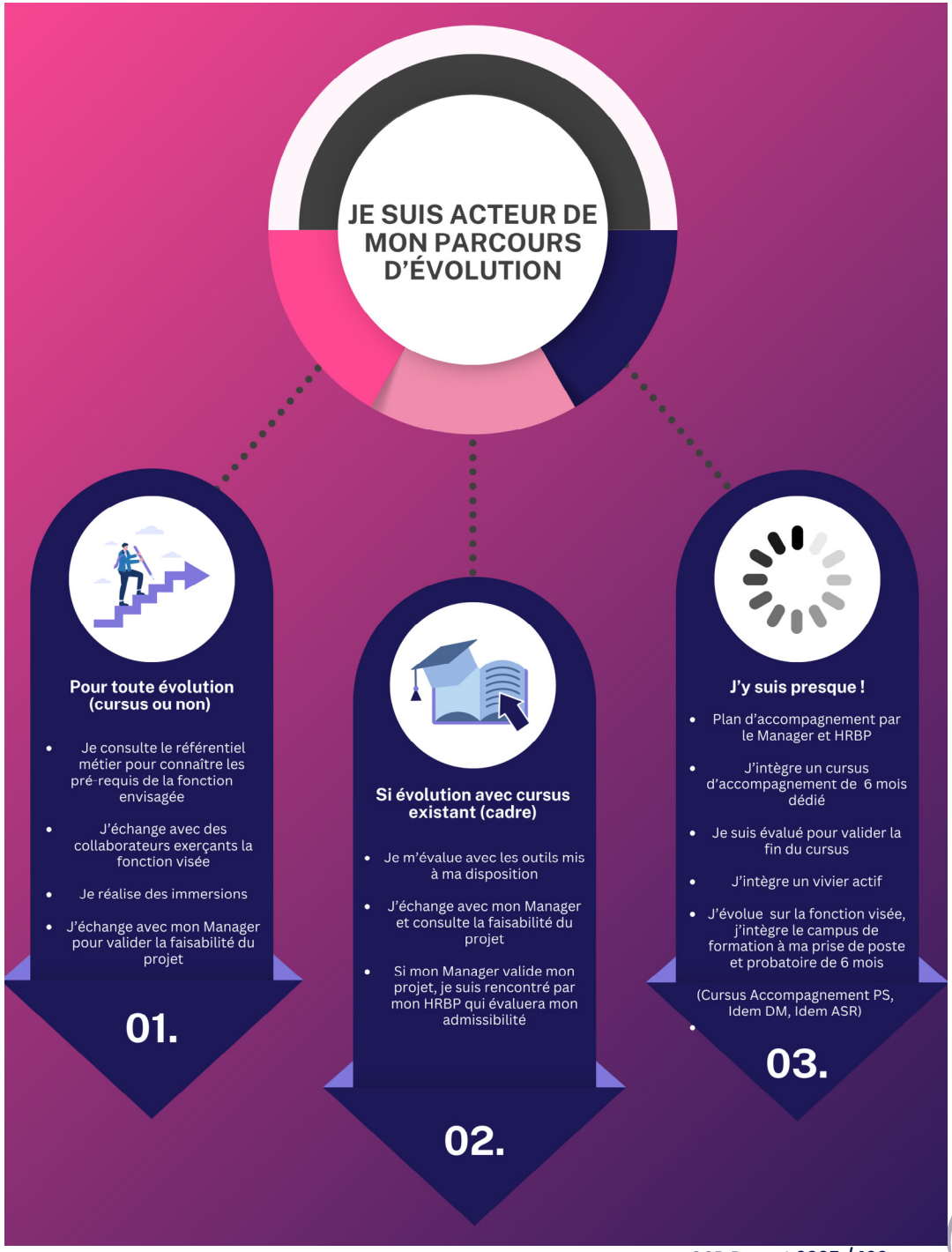
Sébastien BRAUD — Account Delivery Manager

4.1.8.3. Employees as drivers of their own career development

At Everience, every employee is encouraged to become a driver of their own development path. To support this approach, the Group provides a job framework, internal mobility schemes and dedicated support pathways to identify the skills to develop and the opportunities for progression.

Before any career move, employees are invited to explore the prerequisites of the target role, talk with professionals in the targeted function, carry out immersions and build their plan with their manager. When the move requires a specific course of study, a support pathway is put in place, involving managers, Human Resources and business experts to secure the upskilling and the start in the new role.

This approach promotes the transparency of career paths, equal opportunities and the development of the employability of all employees, regardless of their original function.



4.1.9 Monitoring, innovation and skills through industry events

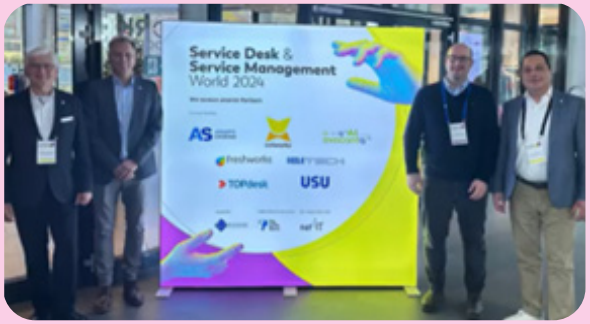
Skills development is not limited to formal training: it is also enriched by active participation in professional and technological ecosystems

. Everience encourages its employees to get involved in industry events, in order to enrich their knowledge, share their expertise and strengthen their network.

Valuing knowledge and openness to innovation

Everience actively encourages the development of its employees' skills and intellectual curiosity, by valuing knowledge and promoting openness to innovation. In this spirit, our teams regularly take part in leading trade fairs, conferences and events, in person or remotely. These exchanges allow them to follow developments in the sector, discover new practices, methodologies and tools, and also feed continuous reflection on the transformations to come.

This openness to the outside world feeds not only individual upskilling but also collective intelligence within the company. It is an essential lever for anticipating trends, experimenting with innovative approaches and strengthening our ability to innovate responsibly, in the service of our projects and our clients.



Everience took part in Service Desk World 2024, a leading IT service management event, with employees sent to attend the sessions and share their practices. This participation, reinforced by the involvement of Alexander Gassmann (president of Net IT), helped improve service quality, enrich internal skills and increase the company's visibility in the IT ecosystem.

Everience illustrates its presence at Mobility for Business, by running a workshop on generative AI and its link with low-code/no-code.



Everience took part in the Jamf 2025 conference, dedicated to new developments in managing Apple environments. Thanks to its certified consultants, the company anticipates sector developments and offers high-value-added services to its clients.





Everience values knowledge sharing and upskilling through the distribution of podcasts accessible from its website. These audio contents, designed as genuine knowledge capsules, highlight the company's expertise on technical, methodological or strategic topics. They are aimed both at employees, to encourage continuous learning, and at clien or partners, to strengthen the relationship of trust and establish its legitimacy as a leading player in its sector. This approach illustrates a CSR approach oriented towards knowledge transmission, transparency and skills development, while promoting a company culture based on exchange and innovation.

External recognition: the Genesys "Best Customer Advocate of the Year" award

In 2025, Everience (HELPLINE) was recognised by Genesys at the Genesys Xperience On Tour event, receiving the "Best Customer Advocate of the Year" award. Presented before more than 600 customer experience, artificial intelligence and cloud professionals, this distinction rewards the teams' commitment to the continuous improvement of customer experience and to co-innovation with its technology partners, in the service of a responsible digital transformation that creates lasting value.

Technology watch and visibility: the ENI Tech Fest

Taking part in major industry events is a lever for monitoring and upskilling for teams. In March 2026, Everience takes part in the second edition of the ENI Tech Fest, a day of exchanges and conferences dedicated to major digital issues – digital sovereignty, artificial intelligence, accessibility and inclusivity. These highlights enable employees to stay at the cutting edge of technological developments and feed a culture of responsible innovation.

Beyond professional recognition, this distinction illustrates HELPLINE's contribution to a responsible digital transformation, based on innovation, lasting value creation and continuous improvement of the user experience.



INSIDE: Immersive user journey celebrates its 7th anniversary!



Created in 2019 to support a major client in projecting the digital journey of its employees, the Inside immersive journey is now celebrating its 5th anniversary.
Open to all clients and prospects wishing to modernise the digital employee experience, the Inside journey is presented as a guided and participatory tour. Punctuated by numerous use cases encountered by users (meeting room, onboarding, remote working...), it allows participants to test technological innovations live and select the most relevant ones for their business context. 250 m² dedicated to innovation and employee experience to give our clients an immersive experience and enable them to envisage use cases. In 7 years, more than 400 sessions organised, around some twenty use cases, bringing together more than 2,000 clients and prospects.

Innovation Wednesdays: sharing expertise and spreading the innovation culture

Everience promotes knowledge sharing and collaborative innovation through the "Innovation Wednesdays", a regular event open to all employees. These sessions make it possible to discover emerging solutions, share feedback and explore the technological developments transforming the Group's professions and those of its clients.

Since its launch, this initiative has highlighted numerous internal and external areas of expertise around varied themes such as artificial intelligence, cybersecurity, Green IT, employee experience, knowledge management, participatory innovation, service quality, data analysis and digital transformation. Solutions such as Cyberience, Teams4IT, DayOne, QLine Manager, Green IT by HELPLINE, Beeshake, Data Driven Management, MerciApp, Konverso, Virtual Brain and Avanoo have thus been presented to employees to stimulate curiosity, develop skills and promote the sharing of best practices.

This approach helps strengthen continuous learning within the Group, foster the emergence of new ideas and develop a common culture of innovation. It also makes it possible to create bridges between the Group's different entities by valuing internal know-how and encouraging exchanges between experts, managers and employees.

20+ editions held since 2022 30+

experts mobilised

4.1.10. Health and safety, employee well-being

100% of sites are subject to a risk assessment	**100% of employees benefit from health coverage**	**0.002 Workplace accident frequency rate**	**0,097 Workplace accident severity rate**	**98.4% of employees are represented in health and safety bodies**

Everience considers the health, safety and well-being of its employees as essential conditions for sustainable performance. The Group thus deploys a comprehensive policy based on risk prevention, protection of physical and mental health, and continuous improvement of quality of working life, while taking into account the regulatory and cultural specificities of each of its countries of operation. This commitment is formalised in the internal "Social Commitments" policy, which sets out the principles, responsibilities and actions intended to guarantee a safe, healthy, inclusive working environment that respects the well-being of all employees.

4.1.10.1. Preventing occupational risks and guaranteeing workplace safety

The safety and health of employees is a permanent priority for Everience. In France, the prevention approach relies notably on the Single Document for Occupational Risk Assessment (DUERP) and, where required, on the Annual Programme for Occupational Risk Prevention and Improvement of Working Conditions (PAPRIPACT). These systems make it possible to identify, assess and prioritise occupational risks, then define and monitor suitable prevention actions. In the other countries of operation, equivalent systems are implemented in accordance with local regulatory requirements.

Risk assessments are carried out regularly in collaboration with the CSEs, operational managers and occupational health players. They make it possible to map risks linked to the company's activities and put in place suitable prevention measures, notably in terms of information, signage and safety drills. The results and associated actions are formalised in the DUERP and monitored in a continuous improvement approach to working conditions.

In 2025, 98.4% of the workforce is covered by an occupational health and safety risk assessment,

Risk assessments are carried out regularly in collaboration with staff representatives, operational managers and occupational health players. This approach makes it possible to identify risks linked to the company's activities, adapt prevention measures and guarantee continuous improvement of working conditions.

Beyond regulatory obligations, Everience deploys a proactive prevention approach based on regular audits, mandatory training, safety drills and targeted awareness-raising actions. Particular attention is paid to workstation ergonomics, accessibility of premises, fire safety and the prevention of musculoskeletal disorders.
When employees work at client sites, they receive prior information on the specific risks of their working environment. Risk analyses, tailored instructions and close coordination with client teams ensure working conditions that comply with safety requirements and applicable regulations.

This prevention policy helps maintain a high level of safety within the Group, as shown by a workplace accident frequency rate **of 0.002 and a severity rate limited to 0.097.**

In parallel, the company closely monitors several social indicators to assess the effectiveness of its actions. In 2025, the turnover rate stands at 26.42% and the absenteeism rate at 88.12%. These levels are explained in particular by the structural tensions in the digital sector and the high mobility of qualified profiles. To address these challenges, Everience continues to roll out listening systems, managerial support, prevention of psychosocial risks and continuous improvement of quality of working life. This approach aims to durably strengthen employee engagement, retention and well-being.

4.1.10.2. Preserving employees' physical health

Everience ensures that all of its employees have access to health schemes suited to their situation and country of work. Thus, 100% of employees benefit from health coverage, including access to medical care, hospitalisation, work-accident benefits and prevention actions. Depending on local contexts, this protection may be supplemented by additional guarantees or specific medical monitoring schemes.

This protection comes with an active policy for preventing physical and medical risks. Actions notably cover the prevention of musculoskeletal disorders, good ergonomic practices, occupational health, and awareness of chronic or infectious diseases where the health context justifies it.

Prevention also depends on everyone's ability to react effectively in an emergency. To this end, 30+ Everience employees have received first aid training, strengthening the culture of prevention and collective responsibility within the company.

Radiation protection

This system is fully integrated into our overall occupational health and safety management approach, compliant with the QUALIANOR framework and local regulations. It is based on the principle of continuous improvement, involving all stakeholders, in order to maintain a high level of vigilance and anticipation of risks.

On assignments in radiological-risk environments (nuclear sites, handling of radioactive sources), Everience applies a strict radiation protection policy, compliant with contractual and regulatory requirements, including:

- Optimisation and limitation of exposure doses;
- Prevention of contamination of personnel and equipment;
- Permanent monitoring of procedures and their continuous improvement;
- Awareness, training and involvement of employees;
- Compliance with regulations and non-intervention in radiological emergencies.

By placing safety at the heart of our priorities, we affirm our responsibility towards our employees, our clients and the environment in which we operate.

4.1.10.3. Preventing psychosocial risks and supporting mental health

Aware of the growing importance of mental health in the world of work, Everience has made the prevention of psychosocial risks a core part of its quality of working life policy.
The company develops an approach based on listening, prevention and support. Regular surveys, HR interviews, managerial dialogue and various information escalation systems make it possible to identify at-risk situations and implement the appropriate actions.

To support employees facing personal or professional difficulties, Everience has put in place a confidential psychological support system in partnership with a platform specialising in remote listening, support and psychological follow-up. This service gives employees access to online consultations with qualified psychologists, by audio call, videoconference or instant messaging, in a secure, confidential setting available 7 days a week. Employees can also remain anonymous and benefit from personalised support suited to their needs, whether stress management, anxiety, relationship difficulties, burn-out or psychological well-being more broadly.

In 2025, this system led to more than 90 psychological consultations, reflecting its usefulness and its gradual adoption by employees. By facilitating access to professional support and removing barriers linked to confidentiality or service availability, Everience strengthens its psychosocial risk prevention approach and affirms its commitment to the mental health and lasting well-being of its teams.

Psychosocial risk detection and prevention programme for managers

The prevention of psychosocial risks depends largely on management's ability to identify situations of vulnerability early and act before they turn into lasting difficulties. Aware of managers' central role in preserving teams' mental health, Everience has put in place a specific awareness and support programme aimed at strengthening their skills in prevention, listening and handling sensitive situations.

This system relies in particular on several training courses dedicated to human and social issues, such as the "QWLC and PSR Awareness", "Occupational Health" and "Intergenerational Management" modules, which enable managers to better understand psychosocial risk factors, the mechanisms of occupational stress and the levers that promote a balanced working environment.
Managers are thus trained to detect weak signals that may reveal a situation of distress, such as a change in behaviour, a drop in engagement, progressive isolation, relationship difficulties or signs of work overload. They are also made aware of good communication practices, how to conduct listening interviews, how to manage tensions within teams and how to support employees facing professional or personal difficulties.

Awareness programme on psychosocial risks and occupational health for all employees

The prevention of psychosocial risks is a collective responsibility. This is why Everience provides all its employees with an awareness programme designed to develop the knowledge and reflexes needed to preserve their physical and mental health. This programme is built around several training schemes accessible via the LearningLab platform as well as in thematic workshops and webinars. Employees can notably take the "QWLC and PSR Awareness" and "Occupational Health" courses, which help them better understand psychosocial risk factors.

The content covers topics directly linked to well-being at work: stress management, burn-out prevention, work-life balance, digital disconnection, prevention of hyperconnectivity, fighting sedentary behaviour, sleep quality, eye relaxation, prevention of musculoskeletal disorders and adoption of good practices that promote better physical and mental recovery





4.1.10.4. Promoting quality of working life and everyday well-being

Everience's health and well-being policy is not limited to risk prevention. It also aims to create a working environment conducive to personal and professional fulfilment.

Workspaces serving quality of life

The Group invests in fitting out its workspaces to offer modern, comfortable environments suited to teams' needs. The premises notably include relaxation areas, social areas, libraries, board games and relaxation armchairs. Particular attention is paid to workstation ergonomics, lighting quality and the overall comfort of the spaces.

Each workstation is equipped with ergonomic chairs to prevent musculoskeletal disorders and promote healthy posture throughout the day. Particular attention is also paid to lighting quality, favouring good natural or artificial brightness suited to teams' needs. Finally, ambient diffusers are installed in some spaces to create a soothing environment conducive to concentration, thus contributing to overall everyday well-being.

Health awareness and prevention workshops

Everience encourages health-promoting behaviours through awareness actions carried out in partnership with occupational health services and specialised speakers. These workshops notably cover balanced nutrition and chronic disease prevention, workstation ergonomics, good posture, eye relaxation and self-massage techniques to prevent muscle tension and fatigue. This approach is complemented by providing fruit at some sites, organising collective challenges around physical activity, developing sports partnerships and regular health prevention campaigns.



Strengthening cohesion

Social cohesion is a key factor in quality of working life. Throughout the year, Everience organises numerous events designed to foster exchanges between employees and strengthen the sense of belonging: end-of-year celebrations, Epiphany cake, summer parties, site days, themed activities, afterworks, football tournament, and fun and charitable activities.



The "board game" afterworks at Experteam and Seequalis illustrate this desire to create spaces that foster informal exchanges and conviviality.



the Epiphany cake. In Île-de-France,



HELPLINE Lyon end-of-year party



the 11th edition of the NEURONES Football Cup



Halloween came to the West Region at HELPLINE



Darts tournament: strengthening cohesion through sport and conviviality



Fête de la musique at HELPLINE Lille



2025 Olympics activity in Angers



the 1st HELPLINE Christmas Market in Lille

OBJECTIVES — 2025 RESULTS

Indicator	2025 result	Target
Sites covered by a risk assessment	100 %	100 %
Employees covered by health protection	100 %	100 %
Workplace accident frequency rate	0.002	< 0.003
Workplace accident severity rate	0,097	0
Absenteeism rate	8,12 %	≤ 7 %
Turnover rate	26.42 %	≤ 25 %
Employee satisfaction (CSAT)	7,2/10	≥ 7,5/10

4.2. SOCIETAL COMMITMENT AND CITIZEN ACTIONS (Responsible corporate citizen PILLAR)

4.2.1. Committing to a more supportive, inclusive and sustainable society

Everience is convinced that diversity is a strength, and that our responsibility goes well beyond the economic sphere. In a constantly changing world, marked by persistent inequalities and growing environmental and social challenges, we have chosen to make societal commitment a central pillar of our sustainable development strategy.

Our action fits fully into the dynamic of the United Nations Sustainable Development Goals (SDGs), in particular:



These axes guide our determination to act for equitable access to education and training, to promote equal opportunities, to actively fight all forms of discrimination, and to build lasting alliances with our stakeholders.

As a responsible company, Everience is committed to playing an active role in society, beyond its economic activities. This commitment translates into supporting solidarity actions and local initiatives in the regions where we operate, and working with committed players – association partnerships, inclusion projects and awareness initiatives led by employees across all the regions where the company is present. Our commitment to a more supportive, inclusive and sustainable society is at once an ethical requirement, a source of innovation and a driver of performance. By giving everyone the means to contribute, strengthening social bonds and promoting inclusion, we build, with our teams and partners, a fairer and more responsible future.

At Everience, our commitment to social responsibility rests on the direct involvement of our employees and on lasting partnerships with local players. We are convinced that the most significant impact is built as close as possible to real needs, at local level.

Thanks to the voluntary commitment of our teams, we have carried out various initiatives: distribution of school supplies to disadvantaged children, preparation of meals for elderly people in social centres, activities for children in difficulty, and support for various NGOs through local actions such as the Timotion sports competition.

Each initiative is the result of close collaboration between our employees and local non-profit organisations. These actions strengthen social ties, give meaning to our collective efforts and reflect our determination to build a fairer, more inclusive future.

Buta GRATIELA - Marketing & Communication



4.2.2. Solidarity actions rooted in the regions

Everience encourages solidarity initiatives led by its employees through the Collab'Acteur approach, which embodies a collective vision of civic engagement. This approach allows each site to get involved in local projects with a social, solidarity or environmental impact, in line with the needs of the region and the convictions of its teams.

The mobilisation of Everience teams made it possible to donate more than €15,500 to various partner associations.

4.2.2.1. Supporting educational projects

Participation in Timotion

The Everience team took part in the Timotion charity event, a solidarity race bringing together companies and citizens around social and educational projects. Through their commitment, employees helped fund local associations, illustrating the spirit of cohesion and responsibility championed by the group.

"Equip your backpack" and "1000 schoolbags" operations

In support of the "Equip your backpack" campaigns, Everience teams collected and donated school supplies to children from disadvantaged backgrounds. This act of solidarity helped promote equal opportunities at the start of the school year.

1000 SCHOOLBAGS

Everience teams collected and donated school supplies to children from disadvantaged backgrounds. This act of solidarity helped promote equal opportunities at the start of the school year. More than 200 schoolbags filled with school supplies were distributed.





4.2.2.2. Food sharing and mutual aid

Social canteen

As part of its commitment to local communities, a team of volunteer Everience employees took part in a solidarity initiative consisting of preparing lunch for the 70 residents of a care home for the elderly. Beyond the help provided to residents, this human experience highlighted the importance of lasting commitment to the most vulnerable populations and strengthened the values of solidarity and sharing championed by the company.

This initiative contributes directly to achieving the United Nations Sustainable Development Goals (SDGs), notably SDG 3 Good health and well-being, by promoting the well-being of elderly people, SDG 10 Reduced inequalities, by supporting vulnerable populations, and SDG 17 Partnerships for the goals, thanks to the joint mobilisation of employees, management and local players around a solidarity action with strong social impact.





Les Restos du Cœur

As part of its social responsibility approach and its commitment to solidarity, Everience organised, as every year in December, a donation drive for the association Les Restos du Cœur, located close to its head office. Employees mobilised to
collect food, hygiene products and products for infants, in order to support people and families in situations of hardship.

Thanks to the generosity and commitment of the teams, many donations were collected and handed over to the association, thus helping to meet essential needs. This initiative illustrates the values of solidarity, sharing and civic engagement championed by the company, while strengthening collective mobilisation around a cause of general interest. It demonstrates employees' determination to act concretely for local communities and the most vulnerable groups.

This action contributes directly to several United Nations Sustainable Development Goals (SDGs), notably SDG 1 No poverty, by supporting people in situations of hardship, SDG 2 Zero hunger, through the collection of food for the association's beneficiaries, SDG 10 Reduced inequalities, by providing support to the most vulnerable populations, and SDG 17 Partnerships for the goals, through cooperation between the company, its employees and the local association network.

4.2.2.3. Social integration of young people and people in difficulty

Sport: a lever for integration

Everience teams use sport as a lever for social integration for young people from priority neighbourhoods through the partnership with the club Sco Rugby. Everience supports the club, which wishes to fund sessions of the "Converted Try for Employment" project and also continue all of its societal commitments. These include rugby introductions in Priority Urban Policy Neighbourhoods, a large Job Forum and projects linked to developing women's participation. These projects aim to meet the needs of the region.

Solidarity initiative for the orphanage Les Maisons de l'Espoir

Everience teams launched a fine initiative to support an orphanage called (Les Maisons de l'Espoir). This action consists of a collection of meal vouchers, making a significant difference in the lives of disadvantaged children. The vouchers can be used not only for meals but also for grocery shopping, which further widens the possibilities for support. For each meal voucher donated, the company commits to doubling the contribution. This generous approach strengthens the impact of each donation, increasing the resources available to the orphanage. Thanks to this initiative, the children of the Diar el Amal orphanage will benefit from nutritious meals and support, giving them a little more comfort and joy in their daily lives.

ShoeBox Humanitarian Campaign

For the end-of-year holidays, Everience employees mobilised around the ShoeBox humanitarian campaign, turning the Christmas spirit into a concrete surge of solidarity for children from disadvantaged backgrounds. This initiative brought joy, comfort and support to families facing social and economic difficulties.



Thanks to employees' commitment and generosity, 26 children received carefully prepared Christmas gifts, made up of toys, clothes, hats, gloves, books, school supplies, sweets and other items suited to their needs. In addition, financial donations collected from teams made it possible to support seven other children, by funding the purchase of basic necessities such as food, nappies, hygiene products and clothing. These contributions had a tangible impact on the daily lives of the children and their families, while reinforcing the values of sharing, empathy and responsibility championed by the company.

This action illustrates Everience's commitment to social inclusion and to supporting the most vulnerable populations. It contributes directly to several United Nations Sustainable Development Goals (SDGs), notably SDG 1 – No poverty, by providing material aid to families in difficulty, SDG 10 – Reduced inequalities, through support for children from disadvantaged backgrounds, and SDG 17 – Partnerships for the goals, thanks to the collective mobilisation of employees in the service of one solidarity cause.

Creative activities

For Easter, Everience teams organised creative activities for children supported by social services: during this activity, 30 children had the opportunity to make rabbit crafts and paint Easter eggs, under the guidance of our volunteers. 115 children who receive social assistance took part in this workshop alongside 15 children of Everience employees, for even more inclusion



4.2.2.4. Sustainable health accessible to all

Awareness, Solidarity and Action

Everience teams in France mobilised for Pink October with the "1 photo = 1 donation" operation, educational resources and a breast cancer awareness quiz. Pink October is a month dedicated to breast cancer awareness. Everience believes in the importance of this commitment. Everience thus made its contribution by placing pink ribbons in all its premises. Each ribbon symbolises support in the fight against this disease that affects so many women and their loved ones.

Everience also actively committed by making a donation to the Ruban Rose association, thus underlining its support in the fight against breast cancer.

Blood donation

Everience teams took part in an act of generosity organised in collaboration with the National Blood Transfusion Centre (CNTS). 50+ employees volunteered to give some of their blood to save lives. This initiative once again highlights the importance of blood donations, which are crucial for medical services, whether for surgical procedures, treatment of chronic diseases or emergency care. Every donation counts and can save several lives. This is in addition to the 2 half-days of authorised absence for blood donation to encourage individual initiatives



Whether through skills-based sponsorship, charitable donations or involvement in associations, Everience's societal commitment rests on a strong conviction:
the company has a role to play in building a fairer, more supportive and more sustainable future. Driven by employees and supported by management,
these actions are an integral part of our identity as a citizen player.

4.3. WORKERS IN THE VALUE CHAIN (ESRS S2)

As a digital services company, Everience makes most of its purchases through subcontracted services (freelancers, other digital services companies, temporary staff, technical subcontracting) and, to a more limited extent, in overheads. Controlling the social and environmental impacts of this supply chain is an issue in its own right, handled through a dedicated policy, enforceable contractual instruments, a selection and assessment system integrated into the procurement process, and indicators managed over time.

Everience does not carry out industrial activity of its own. Nevertheless, the design and delivery of our services rely on an extended value chain: data hosting providers, software vendors and hardware manufacturers, independent consultants, IT subcontractors, general services providers and financial players. The working conditions and respect for the human rights of the women and men who work in this chain beyond our own workforce are therefore an issue of vigilance in their own right.

This issue was confirmed by the double materiality analysis conducted at the level of the parent company Neurones, with the participation of the main
operating companies including Everience and its affiliated entities. For us, it is not a theoretical compliance topic: it translates into enforceable contractual instruments, a selection and assessment system integrated into the procurement process, and indicators that are measured and managed over time.

4.3.1. Social issues in the value chain (impacts, risks and opportunities)

The double materiality analysis and the CSR procurement risk mapping conducted at the level of the parent company Neurones made it possible to identify the most significant impacts, risks and opportunities for the workers in our value chain:

- Human rights and working conditions
- Indirect carbon footprint (Scope 3), of which purchases of services and IT capital goods are the main items.
- Business ethics and anti-corruption
- Inclusion through the use of the sheltered and adapted work sector

4.3.2. A structured policy and contractual framework (ESRS S2-1)

Everience's approach rests on a Responsible Procurement Policy, rolled out in a contractual and ethical foundation enforceable on all of our suppliers. Within this framework, Everience has defined qualitative and quantitative objectives, with deadlines, covering the 2023-2025 reference period and monitored annually.

Commitment:

- Manage the risks of social and environmental impacts in the supply chain and select suppliers that implement good practices, by integrating these criteria into purchasing decisions alongside price, quality and reliability.

Quantitative objectives:

- 100% of strategic suppliers signatories of the Reciprocal Commitments by 2030.
- CSR clauses (social and environmental) in 100% of strategic supplier contracts (maintained).
- Assess at least 80% of strategic suppliers on their CSR performance by 2028, and 100% of targeted suppliers by 2030.
- Audit at least 5% of the highest-risk strategic suppliers, and raise the re-assessment rate of the active panel towards 80%.
- Maintain 100% of buyers trained in responsible procurement.
- Contribute to the Group's SBTi-validated Scope 3 reduction target (of which purchases are the main item).

4.3.3. Actions and measures

4.3.3.1 An enforceable contractual and ethical framework

This approach relies on a structured contractual and ethical framework, making it possible to formalise the CSR requirements applicable to suppliers and ensure compliance throughout the commercial relationship through:

- the Responsible Procurement Policy (Everience's commitments) sets the objectives
- the Reciprocal Commitments, a CSR code of conduct signed by each supplier, covering human rights (ILO), non-discrimination, health and safety, the Global Compact and anti-corruption (Sapin II)
- the General Terms of Purchase, of which article 20 makes CSR requirements binding, extends them to the supplier's subcontractors and requires submission of the carbon assessment. Social and environmental clauses are systematically included in contracts: in 2025, 100% of targeted suppliers have contracts containing these clauses. The CGA also provide for a joint review of CSR indicators, accompanied where applicable by an action plan, as well as an audit right that may be exercised by Everience or by a mandated third party. Article 21 requires the six-monthly production of social certificates, notably URSSAF certificates, tax declarations and supporting documents attesting to the regular employment of employees. Finally, article 22 governs suppliers' GDPR compliance, defining the requirements applicable to the protection of personal data.



Entity	**Everience**
Number of target suppliers	331
Number of target suppliers that have signed the supplier code of conduct "Reciprocal Commitments"	195
Percentage of targeted suppliers that have signed the supplier code of conduct "Reciprocal Commitments"	63%
Percentage of targeted suppliers with contracts containing clauses on environmental, labour and human rights requirements	100%

4.3.3.2 Supplier selection

From the selection phase, Everience integrates CSR criteria representing 10% of the overall score and also constituting an eliminatory criterion on a GO / NO GO basis. Thus, a supplier that does not meet the minimum CSR requirement level cannot be listed, regardless of its price competitiveness or quality level.

Selection relies in particular on a CSR questionnaire making it possible to analyse the candidate's practices, its maturity level and the actions it is able to implement as part of its collaboration with Everience.

Social and environmental clauses are systematically included in our calls for tender and contracts. In addition, signing the Reciprocal Commitments is a condition of entry to the supplier panel.

4.3.3.3 Annual supplier assessment

Each year, targeted suppliers undergo a structured assessment, based on our frameworks, along complementary dimensions:

- Quality, cost and lead time under the ISO 9001 requirement (service conformity, operational performance, satisfaction);
- GDPR and information security (CISO) under the ISO 27001 requirement (protection of personal data, control of the cyber risk carried by third parties);
- CSR performance: environmental criteria (carbon footprint, Green IT, waste and end-of-life equipment management) and social criteria (human rights, working conditions, diversity and inclusion, health and safety).

4.3.3.4 Handling at-risk suppliers and building the capacity of at-risk suppliers:

1. Contractual remediation in case of non-compliance or breach: in accordance with Article 20 of the CGA and the alert procedure of the Reciprocal Commitments, the supplier has fifteen (15) days from notification to document the situation, propose a corrective action plan and remedy it;

2. Support for under-performance: when a supplier obtains a CSR performance score below the defined critical threshold (25%), without a characterised breach, we initiate a progress approach: interview to understand the causes -> joint corrective action plan -> monitoring (milestones, indicators) -> re-assessment -> capacity building (awareness, upskilling).

Delisting (NO GO) and termination occur only as a last resort, in the event of a serious breach or lasting lack of progress despite support.

Entity	Everience
Number of target suppliers	**248**
Percentage of targeted suppliers assessed on their CSR, GDPR and Information Security performance	50%
number of suppliers audited/assessed engaged in corrective actions or capacity building	54
Percentage of suppliers audited/assessed engaged in corrective actions or capacity building	21.77%

4.3.3.5 Supplier audits

Following on from selection and annual assessment, Everience deploys a supplier audit programme (dedicated procedure, compliant with article 8.4 of the ISO 9001:2015 standard), targeting in priority strategic, critical and sensitive suppliers (client data, SLA impact, high risk in the mapping). The frequency is proportionate to criticality – from annual audit for critical suppliers to sampling for low risks – and exceptional audits may be triggered in case of an incident, repeated non-conformity or insufficient assessment. Each audit follows a structured methodology (document preparation, interview, evidence assessment, improvement plan) involving the Procurement, Pulse, CSR, CISO and DPO functions, and covering operational performance, cybersecurity (ISO 27001), GDPR and the three CSR components (environment, social, ethics). Gaps are subject to an action plan with deadlines, monitored by the Procurement department until their effectiveness is verified.

4.3.3.6 Monitoring suppliers' legal and regulatory compliance

Everience uses Provigis as part of its supplier vigilance system. The platform makes it possible to collect, centralise and track the regulatory documents required under legal and vigilance obligations, notably URSSAF certificates, documents relating to tax and social compliance, and registration proofs. This system helps secure the commercial relationship, prevent the risk of undeclared work and ensure suppliers remain compliant throughout the contractual relationship.

Everience undergoes the same third-party assessment that it expects of its suppliers: the company is listed and assessed on the Provigis platform, where it obtained the Silver medal, attesting to the compliance of its legal and social file — registration, regularity of social contributions and the duty of vigilance under article D.8222-5 of the Labour Code. This step is an independently verified compliance foundation, from which Everience is on a path of progression towards the Silver level, which requires completing a standardised CSR questionnaire.

4.3.3.7 Supplier listening and satisfaction

In a spirit of reciprocity and continuous improvement of the supplier relationship, Everience was also assessed by its suppliers in 2025.

This exercise notably covered the quality of the commercial relationship, the responsiveness of contacts, the quality of information exchange and compliance with payment deadlines. The assessment resulted in an overall satisfaction rate of 89%, reflecting the perceived quality of our practices and our collaboration.

The results were analysed jointly with the Procurement teams in order to identify areas for progress. A dedicated action plan was defined, covering in particular strengthening communication with suppliers, streamlining the handling of certain operational requests and continuing good practices in payment and supplier relationship management.

4.3.3.9 Buyer training

To embed responsible procurement in daily practices, Everience supports its Procurement teams through mandatory training dedicated to social, environmental and ethical issues, entitled "Responsible Player in the Purchasing Process". This module enables buyers to:

- Understand the buyer's role as a player in the company's CSR performance
- Integrate CSR criteria into their daily purchasing practices
- Identify the levers for action available to the buyer for more responsible purchasing

To date, 53% of buyers and procurement staff are trained in responsible procurement, covering the social, environmental and anti-corruption components. Everience **aims for 100% of the employees concerned to be trained by 2028.**

In addition, several modules available on the Learning Lab allow Procurement teams to deepen their skills in responsible procurement:

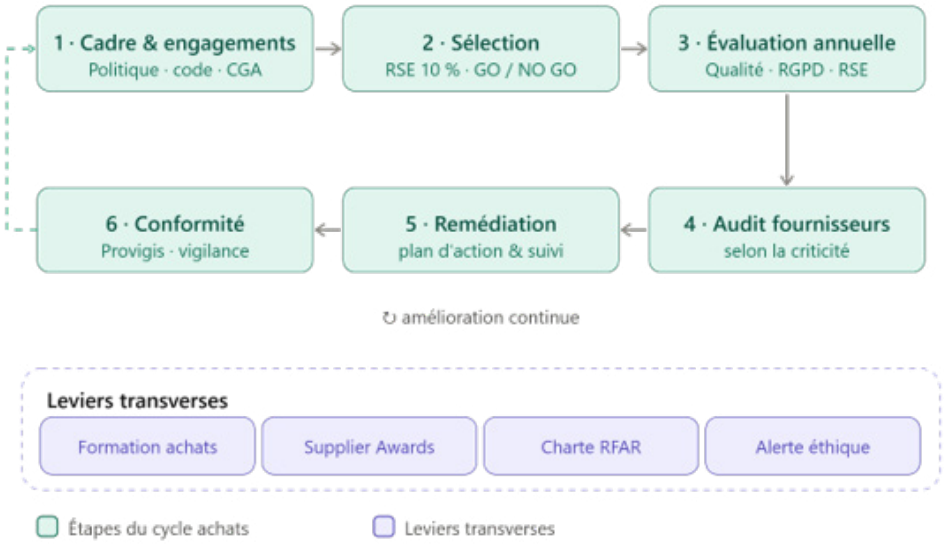
- Responsible Procurement – Supplier Code of Conduct: learn to identify CSR risks in the supply chain, formalise a supplier code of conduct and put in place the associated monitoring and control systems.
- Responsible Procurement Policy: understand the policy's commitments and objectives, the selection and GO / NO GO compliance criteria, and the roles and responsibilities of the various players.
- Responsible Procurement Reporting: master the key indicators, the collection tools and the data quality and reliability requirements needed for CSR steering and reporting.

4.3.3.10 A formalised external commitment

Everience is a signatory of the Supplier Relations and Responsible Procurement Charter (RFAR), led by the Business Mediator and the National Purchasing Council and based on the ISO 20400 standard. Through its ten commitments, this charter publicly formalises our desire for a responsible, balanced and lasting financial relationship, for taking into account costs and impacts across the whole life cycle, and for integrating environmental and societal issues into our purchasing decisions. It is consistent with the mediation route we offer our suppliers in the event of a dispute.

4.3.3.11. Confidential alert system

A confidential alert system, accessible to employees and suppliers alike (ethics-compliance@Everience.com), makes it possible to receive any report relating to human rights, health and safety, corruption or harassment. The Group Ethics & Compliance Committee, which meets twice a year, handles them, and an internal mediator / SME correspondent is appointed to facilitate dialogue and the settlement of supplier disputes.



Responsible Procurement Framework (Selection, assessment, support and audit procedure for suppliers).

4.3.4. Inclusive and solidarity-based procurement

+10
STPA partners

155 k€
Amount of purchases made from STPA partners

Everience is developing the use of the sheltered and adapted work sector (STPA) — ESATs and adapted companies — as a lever for inclusion, by mobilising responsible subcontracting. In 2025, the company worked with more than 10 STPA partners, for purchases of more than €155k, notably through:

- Responsible catering and events: Les Fourneaux Solidaires, Zest'Planche, Biscornu
- **Printing and communication supplies: Handiprint**

- **Integration and employment of people with disabilities**
  - ◇ Agefiph
  - ◇ ATIMIC
  - ◇ ARCESI
  - ◇ ACASS
  - ◇ Etc...
- **Waste management, collection and recovery**
  - ◇ Élise ◇
  - Odéa ◇
  - Kypseli

This approach reflects Everience's desire to favour, where possible and relevant, partners with strong social utility. Beyond meeting the employment obligation for workers with disabilities, it contributes to developing lasting career opportunities for people with disabilities, supporting inclusive structures and creating a positive social impact within our value chain.

4.3.4. Results and monitoring indicators (ESRS S2-5 – metrics)

The approach is steered by a set of indicators consolidated across the scope (Everience, Helpline, Experteam, Seequalis). The values below illustrate the Everience scope for the 2025 financial year:

Indicator	Achieved 2025	Target	Trend
Targeted supplier contracts including environment / labour / human rights clauses	**100 %**	100 %	Stable
Buyers trained in responsible procurement	**52.63 %**	100 %	Regression following the change in and increase in the number of buyers.
Targeted suppliers signatories of the sustainable procurement charter / code of conduct	**~63 %**	100 %	Improving
Average supplier payment time	**43 days**	≤ 60 days	Continuously improving
Targeted suppliers assessed internally (lead time, quality, cost)	**81 %**	100 %	High
Targeted suppliers assessed on CSR, GDPR and information security performance	**50 %**	N > N-1	Improving
Re-assessment rate of active suppliers	**68.35 %**	80 %	Strong progress (14% in 2024)
Suppliers subject to an on-site CSR audit	**7.41 %**	10 %	Regression following the change in procurement scope
Suppliers audited/assessed engaged in corrective actions or capacity building	**21.77%**	50 %	Improving

4.4. CONSUMERS AND END-USERS (ESRS S4)

As a digital services player, Everience develops and provides digital solutions that have a direct impact on a broad base of users and end clients. In this context, the responsible relationship with clients and users is at the heart of our societal commitment and our sustainability strategy.

The double materiality analysis highlighted several material issues linked to end-users, in particular the protection of personal data, cybersecurity, accessibility of digital services, quality of the user experience and the responsible use of emerging technologies.

4.4.1. Priority issues for end-users

4.4.1.1. Protection of personal data and confidentiality

The protection of personal data is a major trust issue for Everience. As part of the digital services we deliver, we ensure a transparent, legitimate, proportionate and secure use of the data entrusted to us by our clients, users, employees and partners.

To ensure compliance with the General Data Protection Regulation (GDPR), Everience relies on a Data Protection Officer (DPO) responsible for overseeing the compliance of personal data processing and advising teams on the protection measures to be implemented. The DPO notably ensures respect for data subjects' rights and control of the risks linked to the processing carried out.

This governance relies on internal procedures governing information management and traceability, as well as control measures aimed at guaranteeing the confidentiality, integrity and availability of data. As part of its Performance Management System, Everience also applies a procedure for the control of documents and records to ensure the reliability and traceability of information used within the organisation.

Data protection finally rests on a continuous awareness-raising approach. Employees receive training and awareness actions on information security and GDPR in order to develop a culture of shared vigilance and strengthen the protection of personal data against the risks of loss, unauthorised access or cyberattack.

This approach helps durably strengthen the trust of users and clients in the digital services offered by Everience.



"We are all, in the course of our professional activities, required to process personal data. It is important to treat people's data as we would like ours to be treated by others."

Photo Jean-Luc ROUGEAU – DPO (Data Protection Officer)

4.4.1.2. Cybersecurity and user security

Cybersecurity is a major issue for Everience in order to guarantee the integrity of the services delivered, the availability of information systems and the protection of users. The company relies on an ISO 27001-certified Information Security Management System (ISMS) for entities managing critical services (9 sites / 11 sites), as well as on governance dedicated to identifying and controlling cyber risks. The maturity of this system was recognised in 2025 by obtaining the CyberVadis Platinum level with a score of 968/1000, reflecting the robustness of our practices in information security and digital trust

As part of our digital responsibility and in line with ISO 27001 certification, Everience deploys a robust information security management system (ISMS), guaranteeing the confidentiality, integrity and availability of data, for both our clients and our employees. Everience's security measures are based on international standards and notably include:

- Centralised cybersecurity governance, ensuring consistency of policies across all of our locations.
- The implementation of technical and organisational prevention measures: firewalls, strong authentication, network segmentation, regular updates.

- Regular updating of critical systems and software;
- Supervision of sensitive access and continuous vulnerability analysis;
- Continuous employee awareness of digital security (training, e-learning, "Security Passport" programme, internal campaigns).
- A rigorous security incident management process, including:
- Detection, reporting and analysis of incidents,
- A coordinated, structured response,
- Corrective actions and systematic traceability,
- Lessons learned for continuous improvement.
- Regular internal audits, penetration tests and business continuity and disaster recovery plans (DRP/BCP) are carried out to test the effectiveness

Each incident is recorded, analysed and monitored in a continuous improvement approach, in order to strengthen the overall resilience of the information system.

0 Confirmed information security incidents

81.82% of sites hold an ethics certification, such as ISO 27001 or ISO 37001

Information security training and awareness:

As part of its cybersecurity and digital risk prevention policy, Everience carries out regular training and awareness actions for its employees. The main scheme is the Security Passport, an online training module available on the internal portal, which covers five key themes through interactive pathways. Its objectives are to embed good IT security practices, raise awareness of the risks linked to our activities, and encourage employees to become a source of proposals on cybersecurity issues with clients.

34.72% of employees are trained on the Security Passport, with a target of reaching 100% by 2028.

As part of our cybersecurity policy, we regularly run internal phishing simulation campaigns to test and strengthen employees' vigilance against phishing attempts.

These exercises, carried out in an educational way, make it possible to:

- Identify areas for improvement in behavioural security,
- Raise awareness in real situations of the risks linked to fraudulent e-mails,
- And strengthen a common cybersecurity culture within the company.



Albert: Bot for cybersecurity awareness. In addition, the company provides a dedicated cybersecurity documentation space and relies on "Albert", a digital awareness assistant distributing educational content on digital risks and good security practices

Third-party due diligence programme on information security

As part of its duty of vigilance on information security, Everience has put in place a structured system for assessing and managing risks linked to third parties, whether internal (outside the direct ISMS scope) or external. This system relies in particular on a Supplier Quality Assurance Plan (QAP) and a cybersecurity assessment questionnaire, making it possible to measure providers' security maturity before any collaboration. Each supplier is subject to a rigorous process including at a minimum a confidentiality agreement, a service contract (for internal entities) or a Security Assurance Plan (SAP) (for external providers), accompanied by auditability and control clauses.

Entity	Everience
Percentage of at-risk business partners covered by a due diligence process on corruption or information security	87.79%

Partnership with Bleu

To meet its clients' growing expectations for digital sovereignty and protection of sensitive data, Everience also relies on trusted cloud solutions. The partnership established with BLEU makes it possible to support organisations subject to high security requirements towards cloud infrastructure operated in France and meeting the most demanding standards for data protection, access control and regulatory compliance. This approach helps strengthen users' trust in critical digital services and sensitive environments.

4.4.1.3. Service transparency and taking user feedback into account:

Everience is committed to communicating clearly and accessibly with its clients about the services delivered, the expected service levels and the associated commitments. As part of its ISO 9001-certified quality management system, the company has a formalised procedure for handling client complaints and feedback. Each complaint is analysed, corrective actions are implemented where necessary and their effectiveness is monitored. This system makes it possible to continuously improve service quality, strengthen users' trust and ensure their expectations are effectively taken into account.

4.4.1.4. Digital accessibility

Digital technology must be a vector of inclusion and not of discrimination. Everience also ensures that the solutions and services offered to its clients take digital accessibility issues into account so that they can be used by as many people as possible, notably people with disabilities. This approach is in line with the inclusion policy led by the Group and its commitment to equal access to digital uses.

4.4.1.5. Client satisfaction and trust

Over the past year, more than 96.5% of our clients were satisfied or very satisfied with the support and assistance provided by Everience. Client satisfaction is monitored continuously through satisfaction surveys, steering committees, post-service evaluations and feedback mechanisms integrated into our operational systems. The results of these surveys are analysed by business teams and contribute to the continuous improvement of our services and the user experience. In addition to satisfaction surveys on service quality, Everience regularly assesses the perception of its social responsibility approach. In 2025, 94% of clients rated our level of CSR commitment positively, a stable result that reflects recognition of our actions on ethics, environment, data protection, inclusion and responsible governance.

4.4.1.6 Responsible innovation and digital user experience

Everience places user experience at the heart of the design and improvement of its digital services. The company notably develops solutions to measure, analyse and continuously improve users' digital experience, in order to guarantee high-performing, accessible and secure working environments.

Co-construction and experimentation of digital uses

To involve users in the design of digital solutions, Everience has developed the INSIDE immersive journey, a space of more than 250 m² dedicated to employee experience and digital uses. Since its creation, more than 400 sessions have been held for more than 2,000 clients and prospects, allowing them to experiment with concrete use cases and contribute to defining solutions suited to their needs. This approach promotes co-construction, technology adoption and continuous improvement of the user experience.

Responsible innovation and sustainable transformation

The company supports its clients in their digital transformations by integrating environmental and societal issues from the design of services. This is notably reflected in the development of the Clim8 Vision solution, co-built with Aguaro, which makes it possible to measure the carbon footprint of services and integrate environmental data into decision-making and innovation processes. Everience also offers solutions promoting the extension of IT equipment lifespan, the energy optimisation of infrastructure and digital sobriety

Continuous improvement of the digital experience

Everience also develops solutions aimed at improving users' digital experience. Through the TechCare3 offering, built with Nexthink, organisations can measure and optimise the quality of the digital experience, reduce user incidents, improve service observability, strengthen the security of usage and promote responsible digital practices.

Innovation, trust and responsible artificial intelligence

As part of its "Welcome to a Symbiotic World" vision, Everience develops its innovations using an approach combining human intelligence and artificial intelligence. The company has adopted a Responsible AI Charter aimed at guaranteeing a transparent, ethical and controlled use of these technologies, in respect of users' rights, data protection and digital trust

4.4.1.7 Results and indicators

Indicator	2025 result
Satisfied or very satisfied clients	96.7 %
Cybersecurity certification	CyberVadis Platinum (968/1000)
Information security certification	ISO 27001 (9 sites/11 sites)
Participants welcomed in the INSIDE journey since its creation	+2 000
INSIDE sessions held since its creation	+400



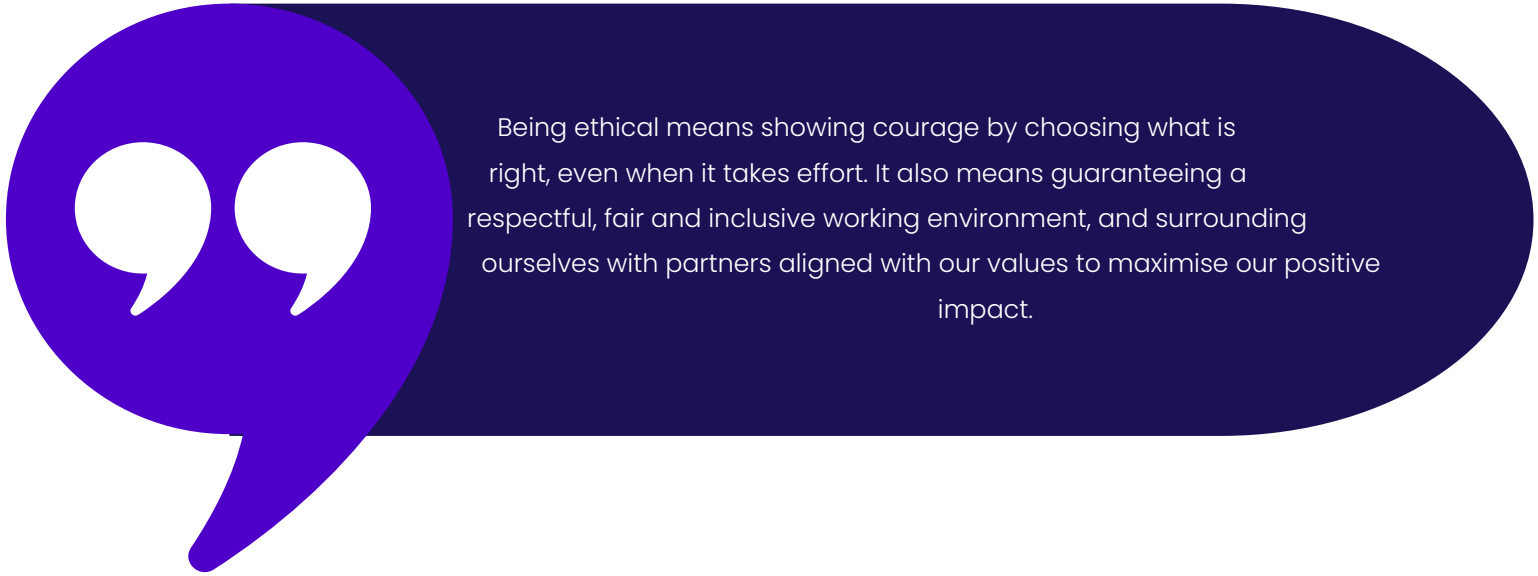
5. GOVERNANCE INFORMATION

05

5.1 BUSINESS CONDUCT (ESRS G1)

Business conduct is the governance foundation on which all of our environmental and social commitments rest: without integrity, corruption prevention, internal control and protection of whistleblowers, the other commitments in this report would lose all assurance. This is why ESRS G1 treats business ethics as an issue in its own right, built around corporate culture, the prevention and detection of corruption, whistleblower protection, political influence and supplier relations.

The double materiality analysis confirmed the material nature of this issue for Everience. The main risks identified – active or passive corruption, conflicts of interest, anti-competitive practices, fraud, failure of alert mechanisms – are likely to directly affect reputation, regulatory compliance, operational performance and stakeholder trust. Conversely, exemplary conduct is a factor of lasting differentiation, employer attractiveness and lasting relationships with clients, partners and investors. These issues are managed through a risk mapping reviewed every six months and supervised by the Ethics & Compliance Committee, in a continuous improvement approach.



5.1.1. An ethical culture driven by governance (G1-1)

Our commitments are formalised in the Ethical Principles policy (current version, revised annually), applicable to all Group companies and to their executives and employees. It draws on the most demanding international standards (Universal Declaration of Human Rights, fundamental ILO conventions, United Nations Global Compact, Sustainable Development Goals, OECD guidelines) and on the applicable compliance regulations (Sapin II law, GDPR, Monetary and Financial Code for AML-CFT).

The policy is built around three major commitments:

- The promotion of ethical and responsible business practices; respect for human rights and fundamental rights at work;
- The protection of the environment.



These principles are relayed as close to the field as possible through the Managerial Guidelines, a reference document co-built by managers from different entities, which translates into concrete behaviours and practical cases the manager's role as guarantor of exemplary conduct.

The dissemination of this culture rests on a training system proportionate to each function's exposure: awareness for all newcomers from onboarding, regular updates, and dedicated modules for the most exposed functions (Management, HR, Finance, Procurement, Sales). Everience aims for 100% of employees trained from onboarding and 100% of exposed functions trained annually.
Governance of the system is provided by the Ethics & Compliance Committee, created in 2016 and which meets at least twice a year. It ensures the application of the Ethical Principles, advises employees, handles reports, updates the framework and oversees training. It acts as a safeguard and a catalyst, ensuring that ethics is held to the same level as regulatory requirements.

5.1.2. Prevention and detection of corruption (G1-3)

Everience applies zero tolerance towards corruption and influence peddling in all their forms. To make this commitment fully operational and verifiable, the policy sets out precise rules, thresholds and systems:

- Corruption risk mapping, established and updated at least once a year, assessing each risk by its criticality (impact × probability), with control measures, designated owners and documented quantified elements.
- Gifts and invitations governed by reference thresholds (gift €50 per year per contact, business meal €80 per person, prestige invitation €800 maximum with prior authorisation), a register kept by the Ethics & Compliance Committee, and strict prohibitions (cash equivalents, IT equipment, gifts during tender periods).

- **Facilitation payments prohibited without exception.**
- Sponsorship and patronage subject to authorisation, proportionate consideration, full traceability and a cap of €3,000 per operation.
- Donations to political parties strictly prohibited, whatever the country and amount (G1-5 – political influence).
- Business introducers and intermediaries subject to enhanced due diligence and capped, traced remuneration, in order to prevent kickbacks; specific vigilance in relations with public officials and public procurement.
- Accounting controls and segregation of duties: systematic separation between commitment and payment of an expense, verification of the reality of services, use of independent statutory auditors, prohibition of cash transactions.

This system is complemented by the prevention of conflicts of interest (centralised, confidential register kept by the Ethics & Compliance Committee), the fight against fraud, and AML-CFT systems (KYC due diligence obligations) and Politically Exposed Persons (PEP) checks.

A system structured around the eight pillars of the Sapin II law

For operational units in France, the anti-corruption system meets the eight measures of article 17 of law no. 2016-1691 (Sapin II). The table below links each pillar to the systems deployed by Everience.

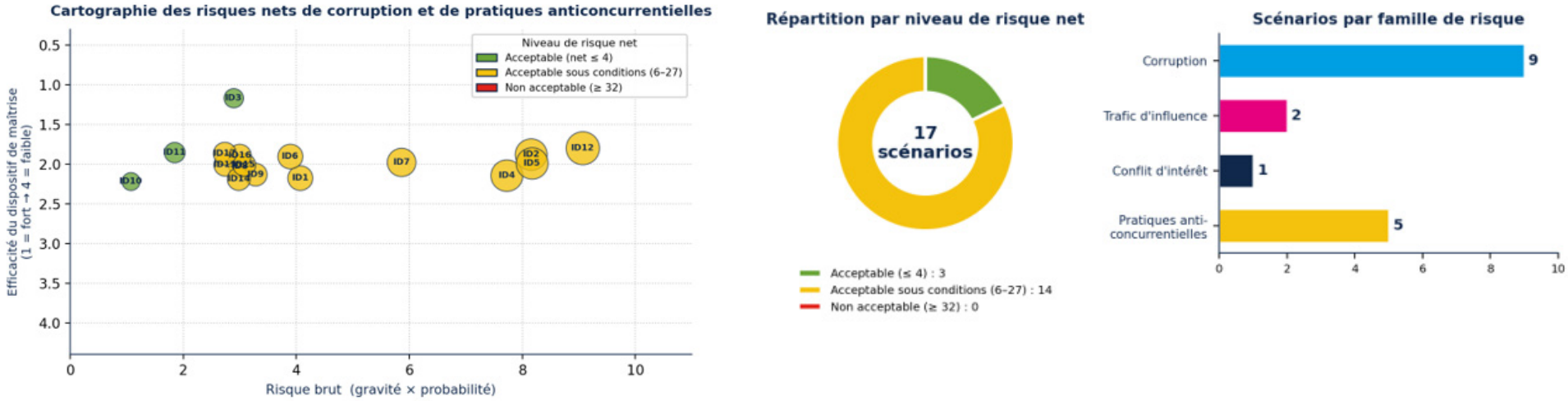
	Sapin II pillar (art. 17)	Everience system	Reference
1	Code of conduct	Ethical Principles + Annex to the Internal Regulations (Sapin II Law)	Reference doc.
2	Internal whistleblowing system	Report handling procedure (non-retaliation, art. 5); ethics-compliance@Everience.com mailbox; country representatives	§ 5.1.3
3	Risk mapping	17 scenarios (ID1–ID17), 4×4 severity × probability matrix, gross/net risk, six-monthly review	§ 5.1.2
4	Third-party assessment	Reciprocal Commitments signed, annual Procurement assessment, PROVIGIS document collection	§ 4.3
5	Internal accounting controls	Invoice/PO matching, dual validation of transfers, monthly reporting to Neurones Group, six-monthly review by Chartered Accountant + statutory auditors	§ 5.1.2
6	Training of exposed staff	E-learning "Ethical Commitments | Corruption and influence peddling", onboarding path, targeting of exposed populations	§ 5.1.1
7	Disciplinary regime	Disciplinary sanctions policy, without prejudice to civil/criminal proceedings	§ 5.1.1
8	Internal control and evaluation of the system	Six-monthly review by the Ethics & Compliance Committee, KPI monitoring, action plan	§ 5.1.5

Corruption risk mapping (G1-3)

The mapping identifies, analyses and prioritises risks of corruption, influence peddling, conflict of interest and anti-competitive practices. Each scenario is rated using a gross risk (severity from 1 to 4 × probability from 1 to 4), then weighted by the effectiveness of the control system (from 1 "full control" to 4 "no action") to obtain the net risk. Three thresholds result: acceptable (net ≤ 4), acceptable under conditions (6 to 27) and not acceptable (≥ 32). The 2025 exercise covers 17 scenarios spread across four risk families. After application of the control systems, all net risks fall in

the acceptable or acceptable-under-conditions zone; none falls in the not-acceptable zone. The highest net risks – influence peddling (ID12) and corruption

linked to tenders and invitations (ID2, ID4, ID5) – remain "acceptable under conditions" and are subject to dedicated monitoring. The mapping is reviewed at a six-monthly session by the Ethics & Compliance Committee.



Political influence and lobbying (G1-5). Everience makes no donation, direct or indirect, to political parties or officials, whatever the country and amount.

5.1.3. Reporting system and whistleblower protection (G1-1)

Everience provides all of its stakeholders – employees, providers, suppliers, clients, candidates – with a confidential and secure reporting system, accessible via the dedicated address ethics-compliance@Everience.com (subject "CONFIDENTIAL – REPORT"). It allows reporting in particular of discrimination and harassment, violations of the code of ethics, problems with working conditions, pay or health and safety, as well as any topic relating to the company's social and societal responsibility. To ensure accessibility, the procedure is available in the language of the country of application, a representative is designated and trained in each country, and special assistance is offered to people having difficulty accessing it.

5.1.4. Supplier relations and payment practices (G1-2 and G1-6)

Responsible conduct extends to the supply chain through the Reciprocal Commitments and the ethical and CSR clauses of purchase contracts, as well as to responsible payment practices (average supplier payment time of 43 days, below the 60-day cap). As the supplier selection, assessment and support system is detailed in chapter 4.3 (ESRS S2), it is not repeated here to avoid redundancy.

5.1.5. Results and indicators (G1-4)

Indicator	2025 result	Reference
Confirmed corruption incidents	0	G1-4
Criminal convictions or sanctions for corruption	0	G1-4
Fines for corruption offences	0 €	G1-4
Contracts terminated for breach of integrity	0	G1-4
Public legal proceedings under way	0	G1-4
Conflict of interest declarations recorded	0	G1-3
Employees trained (total) on corruption and ethics risks	41,10 %	G1-3
Employees trained (target) on corruption and ethics risks	79,27 %	G1-1
Reports received (all channels combined)	3	G1-1
Reports handled	100 %	G1-1
Reports upheld after investigation	2	G1-1
Reports closed	3	G1-1
Reports that led to corrective actions	2	G1-1

These results reflect an operational system: no confirmed corruption incident in the year, full handling of reports received and corrective actions actually taken on upheld cases. The ramp-up of ethics training is the main area for progress, structured by a trajectory towards 100% of employees trained by 2028. The supplier-related indicators (signing of commitments, CSR/GDPR/security assessment) are presented in chapter 4.3.

5.2. PERSONAL DATA PROTECTION

Impacts linked to data protection for clients and end-users are addressed in chapter 4.4.1.1 (ESRS S4). From a governance standpoint, personal data protection relies on a dedicated architecture, applicable to Everience and all its subsidiaries:

- a Data Protection Officer (DPO) who independently ensures GDPR compliance and advises on the compliance of processing and security measures, in light of the risks to individuals' rights and freedoms;
- a dedicated personal data protection policy, governing collection (minimisation principle), retention periods, security, access restriction and international transfers;
- a procedure for the control of documents and records (Performance Management System) guaranteeing the reliability and traceability of information;

- a system of continuous employee training and awareness on information security and GDPR.
- Consent collection and management. Where processing is based on consent, Everience implements mechanisms for the explicit, free and informed collection of data subjects' consent (information notices and separate, non-pre-ticked consent boxes, logging of proof of consent), as well as simple means of withdrawal at any time. Individuals can exercise their rights (access, rectification, erasure, objection, portability) via a dedicated contact point, and requests are handled and traced under the DPO's supervision. These requirements are passed on contractually to subcontractors (data processing clauses — art. 22 of the CGA)

2025 indicator: 0 personal data breaches notified to the CNIL.

5.3. CYBERSECURITY

The operational cybersecurity system — ISO 27001-certified Information Security Management System, CyberVadis Platinum level, "Security Passport" awareness programme, phishing simulation campaigns and trusted cloud partnership — is described in chapter 4.4.1.2 (ESRS S4). From a governance standpoint, cybersecurity rests on:

- an Information Systems Security Policy (ISSP) forming the foundation of the company's commitment;
- centralised cybersecurity governance, ensuring consistency of policies across all locations;

- a structured approach to risk management and compliance with applicable regulatory frameworks (GDPR, NIS2 directive, client contractual requirements);
- a formalised incident management process with traceability and lessons learned.

Dedicated information security reporting channel. A dedicated channel (DSI_SSI@helpline.fr), supplemented by a 24/7 emergency number, allows all stakeholders (employees, clients, suppliers) to report any information security event, vulnerability or incident. Reports are handled by the formalised incident management process (detection, qualification, coordinated response, corrective actions and lessons learned), with traceability and follow-up until closure, in addition to the ethics alert system of the Ethics & Compliance Committee. 2025 indicator:

0 Number of confirmed information security incidents



6. ESG PERFORMANCE AND INDICATORS



06

This chapter consolidates in a single place all the environmental, social and governance (ESG) indicators tracked by Everience, together with the methodology that guarantees their reliability. It fulfils a dual function expected by the CSRD: bringing together the metrics & targets scattered across the thematic chapters (E1 S1 to S4, G1) and setting out the reporting preparation basis (scope, period, methods, assurance). This is what makes the approach measurable, comparable over time and auditable – a condition for the credibility of the whole report with stakeholders, non-financial raters and future independent verifiers.

STEERING NON-FINANCIAL PERFORMANCE

A structured continuous improvement approach

Everience's CSR approach is part of a continuous improvement logic based on the PDCA cycle (Plan – Do – Check – Act), or Deming wheel. This methodological framework ensures that each commitment is translated into measurable objectives, concrete actions, then monitoring indicators whose results in turn feed the adjustment of the strategy. The loop thus closed ensures the robustness, traceability and regular progress of our sustainability management system.



P · PLAN *Plan*	D · DO *Deploy*	C · CHECK *Check*	A · ACT *Improve*
Policy, objectives & governance • Quality & CSR policy structured around 4 pillars and 12 commitments • Four formalised policies: Social Commitments, Environmental Commitments, Responsible Procurement, Ethical Principles • Double materiality analysis (impacts & risks) aligned with ESRS E/S/G • Dated objectives: SBTi trajectory -46.2% (Scopes 1&2) and -55% (Scope 3/FTE) by 2030, neutrality 2050 • Governance: General Management, Ethics & Compliance Committee, HR/CSR/Procurement/Legal Departments	**Actions & operational deployment** • Decarbonisation plan: renewable energy, sustainable mobility, refurbished IT, digital sobriety • Inclusion & skills: inclusive recruitment, work-study, LearningLab, disability policy • Responsible procurement: contractual clauses, supplier charter, ESG assessment of partners • Confidential ethics alert system open to stakeholders • Awareness: Climate Fresk, Digital Cleanup Day, local solidarity actions	**Indicators, measurement & control** • Single CSR dashboard: 80+ ESG indicators, each sourced and documented • Carbon footprint according to GHG Protocol / BEGES V5 (ADEME Base Carbone), two-year cycle • Professional equality index F/M and monitoring of representation • Six-monthly review by the Ethics & Compliance Committee; ISO 27001 / 37001 certifications • Monitoring of client and employee satisfaction (dedicated surveys)	**Continuous improvement & adjustment** • Corrective action plans based on measured gaps (suppliers, reports, surveys) • Strengthening the reliability, traceability and comparability of ESG data • Broadening indicator coverage currently being consolidated • Updating of objectives and progress trajectory • Preparation of limited assurance by an Independent Third-Party Body (CSRD)

Each annual cycle feeds the next: results measured in the Check phase trigger the corrective measures of the Act phase, which update the policy and objectives of the Plan phase – embedding Everience's non-financial performance in a trajectory of continuous progress.

6.1. REPORTING PREPARATION BASIS

Reporting period: The data cover the 2025 financial year (calendar year), with a reminder of the 2024 financial year in order to bring out trends.

Consolidation scope: The reporting covers the scope of the Everience group, including all Everience entities (formerly Helpline).

Indicators are centralised at the Nanterre head office and consolidated by the process owner, then reported directly into the KPI table on the "Helpline" lines. Recently integrated entities do not always have a complete history; their values are then consolidated with the parent entity or marked "N/A".

Frameworks applied: The indicators are built consistently with the ESRS standards (in particular E1, S1 to S4 and G1), the GRI, the Sustainable Development Goals, the GHG Protocol and the SBTi methodology for climate, as well as with the certified management systems ISO 9001 and ISO 27001 and the ISO 26000 guideline on social responsibility (guidance standard, not certifiable).

Sources and calculation methods: The indicators come from internal reporting systems (social report, HR macro-dashboard, QHSE systems, registers of the Ethics & Compliance Committee and of the DPO), consolidated in a single CSR dashboard grouping 82 indicators, each associated with a documented source and calculation method. Greenhouse gas emissions are calculated according to the GHG Protocol (Scopes 1, 2 and 3); source of the emission factors: Base Carbone® ADEME. [Appendix: CSR KPI Table]

Carbon footprint measurement frequency: The greenhouse gas emissions assessment is measured every two years. The last complete campaign covers the 2024 financial year; the corresponding 2025 values are therefore marked "two-yearly measurement" and will be updated at the next campaign. Restatements and comparability: Any change in method, scope or emission factor from one year to the next is flagged in order to preserve comparability.

Data validation: At this stage, the data undergo internal validation. Everience's consolidated data are included in the sustainability statement of its parent company Neurones, where they are subject to limited assurance provided by an independent third-party body (ITPB), in accordance with CSRD obligations. This document, specific to Everience, restates and details these data together with additional elements; it has been verified by Everience's internal teams but is not, at this stage, subject to an external audit separate from the one carried out at Group level (see § 6.1).

6.2. ENVIRONMENTAL INDICATORS (ESRS E1)

The GHG emissions below correspond to the latest two-yearly campaign (2024 financial year)

Indicator	Unit	2024	2025	Target	ESRS ref.
Total GHG emissions (Scopes 1+2+3)	tCO2e	6 364	two-yearly measurement (biennial)	—	E1-6
Scope 1 emissions	tCO2e	501	two-yearly measurement (biennial)	—	E1-6
Scope 2 emissions	tCO2e	659	two-yearly measurement (biennial)	—	E1-6
Scope 3 emissions	tCO2e	5 204	two-yearly measurement (biennial)	—	E1-6
Emissions per employee	tCO2e/FTE	2,48	two-yearly measurement (biennial)	—	E1-6
Reduction in absolute Scope 1 & 2 emissions	% vs baseline	—	—	-46.2% (SBTi)	E1-4
Reduction in Scope 3 emissions per FTE	% vs baseline	—	—	-55% (SBTi)	E1-4
Energy consumption (buildings)	kWh	692 191	640 416	—	E1-5
Share of renewable energy	%	14.3 %	14.22%	30 %	E1-5
Energy intensity	GJ / €M revenue	14,08	10,96	-15%/year	E1-5
Sites with a recycling / recovery solution	%	100 %	100 %	100 %	E1
Sites subject to an environmental risk assessment	%	100 %	100 %	100 %	E1
Employees trained in the Responsible Digital pathway	%	34,0 %	34,6 %	100 %	E1

The reduction targets are validated by the SBTi (baseline year 2019).

6.3 SOCIAL INDICATORS — WORKFORCE AND WORKING CONDITIONS (ESRS S1)

Indicator	Unit	2024	2025	Target	ESRS ref.
Total workforce	employees	2 639	2 838	—	S1-6
Share of women in the workforce	%	19,5 %	19,4 %	≥ 30 %	S1-6
Share of women in management positions	%	31,3 %	28,6 %	Monitoring	S1-6
F-M equality index (by entity)	/100	—	Helpline 94 · Experteam 83 · Seequalis 86	—	E1-6
Direct employment rate of people with disabilities	%	3,8 %	5,2 %	6 %	S1-12
Recruitment of people with disabilities	no.	22	148	> 15	S1-12
Workforce trained in discrimination prevention / human rights	%	37,2 %	33.2%	100 %	S1-17
Average number of training hours / employee	h	9,9	9,2	≥ 11	S1-13
Workforce trained in career / skills	%	61,6 %	72,3 %	60 %	S1-13
Workforce covered by collective agreements	%	100 %	100 %	100 %	S1-8
Workforce covered by elected representatives	%	100 %	100 %	100 %	S1-8
Workplace accident frequency rate	—	0	0	0	S1-14
Workplace accident severity rate	—	0	0.097	0	S1-14
Workforce turnover rate	%	28,0 %	26,4 %	≤ 25 %	S1-6
Absenteeism rate	%	7,5 %	8,1 %	≤ 7 %	S1-14
Senior employees (45+)	%	25,4 %	28,5 %	≥ 25 %	S1-6

The gender equality index is published by each legally liable entity; it is not calculated at Everience entity level for the period.

6.3 SOCIAL INDICATORS — VALUE CHAIN AND PROCUREMENT (ESRS S2 / G1)

Indicator	Unit	2024	2025	Target	ESRS ref.
Targeted supplier contracts with env./labour/HR clauses	%	100 %	100 %	100 %	S2-4
Buyers trained in responsible procurement	%	100 %	52,6 %	100 %	S2-4
Targeted suppliers signatories of charter / code of conduct	%	81,0 %	62,7 %	100 %	S2-4
Average supplier payment time	days	48,4	43,3	≤ 60	G1-6
Suppliers assessed (lead time, quality, cost)	%	94 %	81 %	100 %	S2-4
Suppliers assessed on CSR / GDPR / security	%	34,5 %	50,0 %	N > N-1	S2-4
Re-assessment rate of active suppliers	%	14 %	68,4 %	80 %	S2-4
Suppliers engaged in corrective actions / capacity building	%	3,7 %	21,8 %	50 %	S2-4
At-risk partners covered by due diligence	%	72,2 %	87,8 %	100 %	G1-3

6.3 SOCIAL INDICATORS — CONSUMERS AND END-USERS (ESRS S4)

Indicator	Unit	2024	2025	Target	ESRS ref.
Satisfied or very satisfied clients	%	94 %	96,7 %	90 %	S4-5
Clients rating CSR commitment positively	%	—	94 %	—	S4-5
Participants welcomed in the INSIDE journey (cumulative)	no.	—	+2 000	—	S4-4

6.4 GOVERNANCE INDICATORS (ESRS G1)

Indicator	Unit	2024	2025	Target	ESRS ref.
Confirmed corruption incidents	no.	0	0	0	G1-4
Sites assessed for corruption risks	%	100 %	100 %	100 %	G1-3
Employees (target) trained in corruption / ethics	%	–	79.27%	100 %	G1-3
Employees (total) trained in corruption / ethics	%	28,2 %	41,1 %	100 %	G1-3
Sites with an ethics certification (ISO 27001)	%	88,9 %	81,82 %	100 %	G1-3
Reports received via the alert procedure	no.	7	3	—	G1-1
Reports handled	%	100 %	100 %	100 %	G1-1
Reports upheld after investigation	no.	—	2	—	G1-1
Reports that led to corrective actions	no.	—	2	—	G1-1
Confirmed information security incidents	no.	0	0	0	—
Cybersecurity certification	—	—	CyberVadis Platinum (968/1000)	—	—

6.5. CONSOLIDATED OBJECTIVES AND TRAJECTORY

The objectives below consolidate the quantified targets defined in Everience's four internal policies – Social Commitments, Environmental Commitments, Responsible Procurement Policy / Reciprocal Commitments and Ethical Principles – which structure the Group's CSR roadmap.

6.5.1. Responsible employer — Social Commitments Policy (2030 horizon)

Objective	Target	Deadline
Share of women in the workforce	≥ 30 %	2030
Share of women in management positions	Monitoring	Annual / ongoing
Gender equality index	≥ 90/100	Annual / ongoing
Employment of people with disabilities	+1 point and legal target of 6% (BOETH, FR entities)	2030
Managers trained in disability management	100 %	2030
Managers trained in the managerial guidelines	100 %	Ongoing
Recruitments made via the SAPHIR process	100 %	Ongoing
Training per employee	≥ 11 h / year	2030
Workforce trained in career / skills	60 %	2030
Employees trained on ethical issues (discrimination, human rights)	100 %	2030
Employees receiving an annual career review	100 %	Ongoing
Young people in work-study / apprenticeship / long internship	+5% of the workforce	2030
Absenteeism rate	< 7 %	2030
Workplace accident frequency rate (TRIR)	< 0,003	2030
Sites covered by a health and safety risk assessment	100 %	Ongoing
Employees covered for healthcare	100 %	Ongoing
Satisfaction survey deployed to all employees	100 %	2030
Employee satisfaction level	≥ 75/100 (eNPS ≥ 70%)	2030
Entities covered by elected representatives and collective agreements	100 %	Ongoing

6.5.2. Driving a sustainable environment — Climate Environmental Commitments Policy (SBTi-validated targets, baseline year 2019)

Objective	Target	Deadline
Absolute Scope 1 & 2 emissions	-46,2 %	2030
Scope 3 emissions per average FTE	-55 %	2030
Carbon neutrality (net zero emissions across the value chain)	-90% Scope 1 & 2; -97% Scope 3 / FTE	2050

Energy, mobility, waste and digital (2028 horizon)

Objective	Target	Deadline
Scope 1 & 2 GHG emissions (energy efficiency)	-20 %	2028
Share of renewable energy in the mix	30 %	2028
GHG emissions from business travel	-25 %	2028
Weight of waste generated per FTE	-15 %	2028
Traceability of recoverable waste streams	100 %	2028
Decommissioned office furniture and IT equipment reused or recycled	100 %	2028
IT equipment lifespan extended to 5-7 years	60% of the fleet	2028
Volume of stored data	-30 %	2028
Strategic supplier contracts including environmental clauses	100 %	2028
Employees trained in environmental issues (within 3 months)	100 %	End 2028
Employees trained in the Responsible Digital Pathway	100 %	End 2028

6.5.3. Responsible partner — Responsible Procurement Policy / Reciprocal Commitments

Objective	Target	Deadline
Social clauses in strategic supplier contracts	100 %	2028
Buyers trained in the responsible procurement approach	100 %	Ongoing
Strategic suppliers assessed on their CSR performance	+80 %	2028
Suppliers signatories of the Reciprocal Commitments	+80% (100% for the TOP 20)	2030
Targeted suppliers assessed on CSR, GDPR and information security	100 %	2030

6.5.4. Ethics and governance — Ethical Principles Policy

Objective	Target	Deadline
Employees trained in ethical principles from onboarding	100 %	Ongoing
Exposed functions trained annually in ethics and compliance	100 %	Ongoing
Employees informed of the reporting system	100 %	Ongoing
Reports handled within a defined and traced timeframe	100 %	Ongoing
Whistleblowers protected against any form of retaliation	100 %	Ongoing
Strategic partners assessed against an ethical, social and compliance grid	100 %	Ongoing
Strategic partners signatories of the Reciprocal Commitments (human rights, anti-corruption, data protection)	100 %	Ongoing
Corruption risk mapping	Annual review	Ongoing

Methodological note: consistency of time horizons

The objectives presented in this report follow two distinct time logics, deliberately not aligned:

- Operational environmental objectives (IT fleet, waste, mobility, responsible procurement, building energy) are set for 2028. This deadline corresponds to the operational planning cycle of Everience and the Neurones Group: it allows medium-term steering, with verifiable milestones and action plans already under way, rather than a distant target that is hard to link to concrete actions today.
- Structuring social objectives (training, diversity, health and safety, social dialogue) are set for 2030, in line with the United Nations 2030 Agenda and the Sustainable Development Goals to which Everience contributes via the Global Compact.
- Climate objectives (reduction of Scope 1, 2 and 3 emissions, carbon neutrality) follow the trajectory validated by the Science Based Targets initiative (SBTi), which imposes its own milestones: 2030 for medium-term reduction objectives, 2050 for carbon neutrality, in accordance with the SBTi methodology and the Paris Agreement. These deadlines are not set by Everience but by the international scientific framework to which the Neurones Group has chosen to commit.

These three horizons each respond to a different framework. The 2028 milestones act as intermediate checkpoints on the long 2030-2050 trajectory, and are reviewed at each planning cycle.

6.6. MONITORING, PERFORMANCE GOVERNANCE AND OUTLOOK

ESG indicators are monitored regularly, presented to governing bodies and rolled out in operational action plans. They feed dialogue with stakeholders and the assessment of the level of sustainability maturity.
In a continuous improvement spirit, Everience is pursuing three priorities: strengthening the reliability, traceability and comparability of ESG data; broadening the coverage of indicators that are still partial or being consolidated (gender equality index, share of women in management, 2025 energy indicators); and preparing the move to limited assurance by an independent third-party body, in anticipation of the obligations of the CSRD directive.

WELCOME TO A SYMBIOTIC WORLD